

# Manual

## iFlash-3, iFlash-6

### Reference

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## Chapter 1 Introduction

The **aphona iFlash** constitutes a symbiosis of IP PABX system and classic TDM system. As with hybrid installations, the device can just as easily be used as a straightforward IP PABX or TDM system. **iFlash-6** is a rack device supporting up to 120 users while **iFlash-3**, being a wall mounting device, supports up to 60 users. Functions can be upgraded with modules or software licenses, e.g. by adding TDM interfaces such as S0, Up0 or FXS, or increasing the number of possible SIP connections. Hotel and mini call centre solutions can be deployed without license, along with included language applications allowing production of an "announcement before query", for example, or music-on-hold produced with your own Wave Files.

### Safety notices

The safety notices included in the **installation instructions** tell you what you need to consider when using your **aphona iFlash**.

### Installation

How to connect your device is shown in *Setting Up and Connecting* on page 6. This chapter also tells you what preliminary tasks are necessary for configuration.

### Configuration

How to create a basic configuration is shown in chapter *Basic configuration* on page 9.

### Password

If you are already familiar with configuring **aphona** devices and want to get started right away, all you really need to know is the factory default user name and password.



#### Note

**User Name:** *user*

**Password:** *flash*

**Default IP** *192.168.0.253*

**Netmask** *255.255.255.0*

**Note**

Remember to change the password immediately when you log in to the device for the first time. All devices are delivered with the same password, which means they are not protected against unauthorised access until you change the password. How to change the passwords is described in chapter *Modify system password* on page 11.

**DIME Manager**

The devices are also designed for use with **Dime Manager**. The **Dime Manager** management tool can quickly and simply locate your **aphona** devices in the network. The .NET-based application, which is designed for up to 50 devices, offers easy to use functions and a comprehensive overview of devices, their parameters and files.

All devices in the local network, including remote devices that can be reached over SNMP, are located using SNMP Multicast irrespective of their current IP address. A new IP address and password and other parameters can also be assigned. A configuration can then be initiated over HTTP or TELNET. If using HTTP, the **Dime Manager** automatically logs into the devices on your behalf.

System software files and configuration files can be managed individually as required or in logical groups for devices of the same type.

You can find the **Dime Manager** on the enclosed product DVD.

## Chapter 2 About this guide

This document is valid for **aphona** devices with system software as of software version 7.9.1.





The guide, which you have in front of you, contains the following chapters:

### User's Guide - Reference

Chapter	Description
Introduction	You see an overview of the device along with its possible applications and configuration options.
About this guide	We explain the various components of this manual and how to use it.
Installation	This contains instructions for how to set up and connect your device.
Basic configuration	This chapter provides a step-by-step guide to the basic functions on your device.
Operation via the telephone	These chapters contain all necessary information on how to operate the available performance features over the telephone.
Reset	This chapter explains how to reset your device to the ex works state.
Technical data	This section contains a description of all the device's technical properties.
Access and configuration	This includes explanations about the different access and configuration methods.
Assistants System Management Physical Interfaces VoIP Numbering	All the configuration options of the <b>Funkwerk Configuration Interface</b> are described in this chapter. The chapters are based on the navigation structure.

Chapter	Description
Call Routing	
Applications	
LAN	
Routing	
Firewall	
Local Services	
Maintenance	
External Reporting	
Monitoring	
Glossary	The glossary contains a reference to the most important technical terms used in network technology.
Index	The index lists all the key terms for operating the device and all the configuration options and gives page numbers so they can be found easily.

List of visual aids

Icon	Use
	Indicates practical information.
	Indicates general and important points.
	Identifies a warning of risk level <b>Attention</b> (points out possible dangers that may cause damage to property if not observed).
	Identifies a warning of risk level <b>Warning</b> (points out possible dangers that may cause physical injury or even death if not observed).

Typographical elements

Typographical element	Use
•	Indicates lists.

Typographical element	Use
<b>Menu -&gt; Submenu</b> <b>File-&gt;Open</b>	Indicates menus and submenus in <b>Funkwerk Configuration Interface</b> and in the Windows interface.
Non-proportional (Courier), e.g. <code>ping 192.168.1.254</code>	Indicates commands (e.g. in the SNMP shell), which you have to input as shown.
bold, e.g. <b>Windows Start menu</b>	Indicates keys, key combinations and Windows terms.
bold, e.g. <b>biboAdmLoginTable</b>	Identifies fields in <b>Funkwerk Configuration Interface</b> and MIB tables/variables.
italic, e.g. <i>none</i>	Indicates values that you enter for MIB variables or that can be configured.
Online: blue and italic, e.g. <a href="http://www.funkwerk-ec.com">www.funkwerk-ec.com</a>	Indicates hyperlinks.

## Chapter 3 Installation



### Caution

Before installation and startup of your device, please attentively read the safety notices included in the **Installation instructions**.

Please refer to chapter *Technical data* on page 36.

### 3.1 Setting Up and Connecting



### Warning

All areas which can only be opened with tools are maintenance areas. Unauthorised opening of the device may pose a risk to the user.



### Warning

**Protective Earth:** The following instructions in EN 60950 need to be followed.

High contact current!

A protective earth needs to be in place before connecting to power supply circuit. The aphona iFlash needs to be connected to the protective earth before start up. The protective earth needs to be connected with a cable of at least 2.5 mm<sup>2</sup> to the potential equalization rail.



### Note

Only use approved accessories!

Condensation may form on or within the device during transitions from cold to warm temperatures. Please only remove the system from the packing materials once the authorised operating ambient temperature has been reached.

Do not assemble the system in damp rooms or in areas subject to a risk of explosion.

Only fit the connection cables to the appropriate connectors.

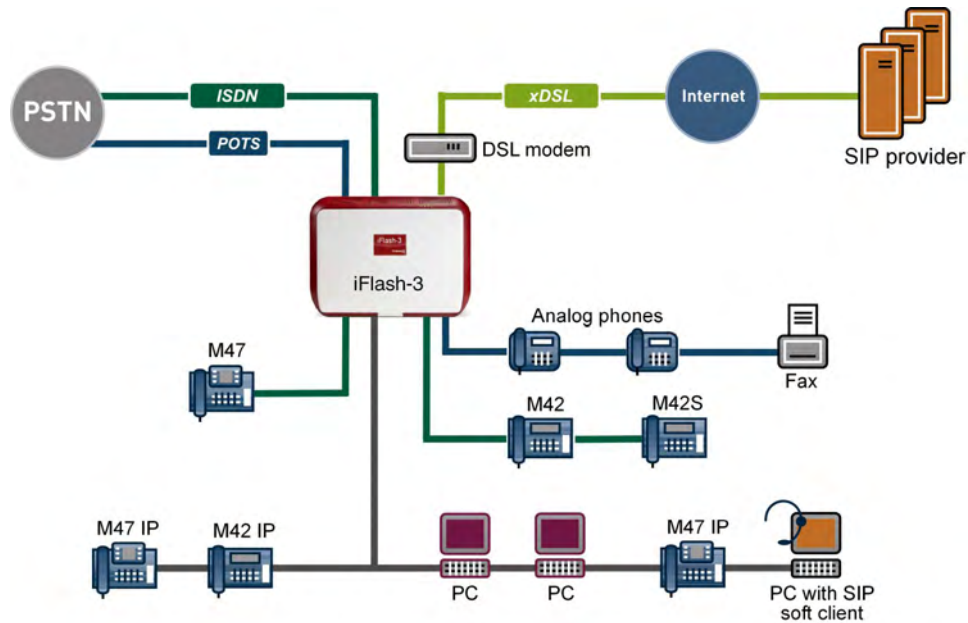


Fig. 2: Connection options

Set up and connect in the following sequence:

- (1) **Installation:** for operation, the wall system must be mounted to a wall (please attentively read the **Installation instructions** included in the scope of supply).
- (2) **LAN:** for the standard configuration of your device via Ethernet, connect the PC's Ethernet connection to the system's LAN connection via a Cat-6 or Cat-5 cable.
- (3) **Mains connection:**



#### Warning

Installation of the electrical connection (shockproof socket) for the system (and any additional devices) must be performed by an authorised electrician to avoid damage to persons and property.

Depending on requirements and system upgrading with expansion cards, you can set up additional connections:

- **External telephone connection:** connect the external telephone interface of the device to your telephone connection.

- Analogue telephone/analogue fax: connect your analogue telephone or your analogue fax.
- ISDN telephone: Connect an ISDN telephone to the device connection, or several ISDN telephones to an ISDN bus connected here.
- VoIP telephone: connect your VoIP telephone to a linked switch.
- Other LANs/WANs: Connect any other terminals in your network to the remaining connectors on the switch port of your device, or to a linked switch using other Ethernet cables.
- Serial connection: For alternative configuration options, connect the serial interface of your PC with the serial interface of the device.

**Note**

To make further connections easier, you can purchase a connection kit with the required cables and adapters from your dealer.

The device is now ready for configuration with the **Funkwerk Configuration Interface**. Chapter *Basic configuration* on page 9 provides a detailed step-by-step guide to the basic functions on your device.

## 3.2 Support Information

Get information online at [A1.net/business](http://A1.net/business).

Additional information and services are conveniently available from A1.net/business, the A1 Service Team Business at 0800 664 800 or in person in all specialist shops or from your personal support person.

A1 Telekom Austria AG

Lassallestraße 9

1020 Wien



## Chapter 4 Basic configuration

You configure your device using the **Funkwerk Configuration Interface**.

The way to obtain the basic configuration is explained below step-by-step. A detailed on-line help system gives you extra support.

The **Companion DVD** also supplied includes all the tools that you need for the configuration and management of your device.

### 4.1 Preparations

#### 4.1.1 System Software

Your device contains the version of the system software available at the time of production. More recent versions may have since been released. You can easily perform an update with the **Funkwerk Configuration Interface** using the **Maintenance-> Software & Configuration** menu. For a description of the procedure, see *Software Update* on page 14

#### 4.1.2 System requirements

For configuration of the device, your PC must meet the following system requirements:

- Microsoft Windows operating system Windows 2000 or higher
- Internet Explorer 6 or higher, Mozilla Firefox Version 1.2 or higher
- Installed network card (Ethernet)
- Installed TCP/IP log
- High colour display (more than 256 colours) for correct representation of the graphics

#### 4.1.3 Gathering data

You can gather the main data for configuration with the **Funkwerk Configuration Interface** quickly.

Before you start the configuration, you should gather the data for the following purposes:

- Basic configuration

The following table shows examples of possible values for the necessary access data.

You can enter your personal data in the "Your values" column, so that you can refer to these values later when needed.

Basic configuration

For a basic configuration of your gateway, you need information that relates to your network environment:

Basic information

Access data	Example value	Your values
IP address of your gateway	192.168.0.253	
Netmask of your gateway	255.255.255.0	

4.1.4 Configuring a PC

In order to reach your device via the **Funkwerk Configuration Interface** and to be able to carry out configuration, the PC used for the configuration has to satisfy some prerequisites.

- Make sure that the TCP/IP protocol is installed on the PC.
- Assign fixed IP address to your PC.

Checking the TCP/IP protocol

Proceed as follows to check whether you have installed the protocol:

- (1) Click the Windows Start button and then **Settings -> Network Connections** (Windows XP) or **Control Panel -> Network and Sharing Center->Change adapter settings** (Windows 7).
- (2) Click on **LAN Connection**.
- (3) Click on **Properties** in the status window.
- (4) Look for the **Internet Protocol (TCP/IP)** entry in the list of network components.

Installing the TCP/IP protocol

If you cannot find the **Internet Protocol (TCP/IP)** entry, install the TCP/IP protocol as follows:

- (1) First click **Properties**, then **Install** in the status window of the **LAN Connection**.
- (2) Select the **Protocol** entry.
- (3) Click **Add**.
- (4) Select **Internet Protocol (TCP/IP)** and click on **OK**.

- (5) Follow the on-screen instructions and restart your PC when you have finished.

### Allocating PC IP address

Allocate an IP address to your PC as follows:

- (1) Select **Internet Protocol (TCP/IP)** and click on **Properties**.
- (2) Choose **Use the following IP address** and enter a suitable IP address.

### Entering the gateway IP address in your PC

Then continue by entering the IP address of the gateway in the configuration of your PC as follows:

- (1) In **Internet Protocol (TCP/IP)** -> **Properties** under **Default gateway**, enter the IP address of your gateway.
- (2) Enter the IP address of your device under **Use the following DNS server addresses**.
- (3) Click **OK**.
- (4) Close the status window with **OK**.

The computer now has an IP configuration and can access the Internet via the gateway.



#### Note

You can now launch **Funkwerk Configuration Interface** for configuration by entering the IP address of your device (192.168.0.253) in a supported browser (Internet Explorer 6 or later, Mozilla Firefox version 1.2 or later) and entering the preconfigured login information (**User:** *user* , **Password:** *flash*).

## 4.2 System configuration

### 4.2.1 Modify system password

All **aphona** devices are delivered with the same username and password. As long as the password remains unchanged, they are therefore not protected against unauthorised use. Make sure you change the passwords to prevent unauthorised access to your device!

Proceed as follows:

- (a) Go to **System Management** -> **Global Settings**-> **Passwords**

- (b) Enter a new password under **System Admin Password**.
- (c) Enter the new password again under **Confirm Admin Password**.
- (d) Click **OK**.
- (e) Save the configuration by clicking on the **Save Configuration** button above the menu navigation.

Note the following rules on password use:

- The password must not be easy to guess. Names, car registration numbers, dates of birth, etc. should not be chosen as passwords.
- The password should contain at least one character that is not a letter (special character or number).
- The password should be at least 8 characters long.
- Change your password regularly, e.g. every 90 days.

## 4.2.2 Network settings via assistants

Select the basic configuration in the menu **Assistants ->First steps ->Basic Setup**. For the LAN IP configuration, the **Address Mode** is set by default to **Static** as your system is delivered ex works with a fixed IP. As **Default Gateway IP Address**, enter the IP address of your upstream router. Enter the same IP address of the upstream router under **DNS Server 1**. Check your entries under:


- **Routing ->Routes ->IP Routes**, to see whether your IP address appears under **Standard Route**.
- **Local Services ->DNS ->Global Settings**, whether **DNS Server Configuration** is set to **Static**, and the **DNS Server** displays your entered IP address.

## 4.2.3 Telephony

The **aphona iFlash** is a system to which you can connect IP system telephones and IP telephones. Below is described how to connect and log in an IP system telephone to your system.

### Class of Service


After configuring your SIP provider and your subscriber number, you select the authorisations associated to this entry:

- (1) For this, select the **Numbering -> User Settings -> Class of Services** menu. In the authorisation class table, open *Default CoS* by clicking .
- (2) Under **Trunk Line Selection with Line Access Number** go to **Add**, then select your

SIP provider. Confirm your choice with **Apply**.

## Users


In the menu **Numbering** -> **User Settings** -> **Users** a *Default User* has already been entered.

- (1) In the table, open *Default User* by clicking . Then go on the **Numbers** tab to enter the internal number.
- (2) Click **Add**, enter the corresponding internal number of the terminal under **Internal Number** (e.g. *120*) then, under **Displayed Description**, enter a name (e.g. *120-IP-S400*).

Confirm your entries with **Apply**.


## Call Distribution

In the last step, you must assign an internal number to the SIP entry.

- (1) Select the **Numbering** -> **Call Distribution** -> **Incoming Distribution** menu.
- (2) Open your SIP entry, by clicking . Under **Internal Number**, select the desired number.
- (3) Save your entries with **OK**.

Once you've performed the settings, you're able to make internal and external calls. Save the configuration by clicking the **Save configuration** button above the menu tree and confirming the subsequent queries, if any.

## Connecting telephones

Connect your IP system telephone. Confirm entries in the display, and in the telephone specify the IP address of your system **aphona iFlash** as gateway IP address. The telephone logs in as guest. The IP system telephone displays *Guest*. Under **Numbering** -> **Terminal Assignment**, you see under **System Phone** your system telephone, or under **VoIP** (if you log in an IP telephone), your IP telephone. Open your telephone entry by clicking  and select an internal number under **Internal Number**. In a couple of minutes, the telephone is registered; *Guest* is no longer displayed on the IP system telephone.

## 4.3 User Access

The administrator of a system can assign individual configuration access profiles to users so that you, as a user, can view the most relevant personal settings. You will also be able to change a certain set of them.

In order to log in to the system with the login data assigned to you, enter your **User** ID and your **Password** at the login prompt.

Basically, there are two different kinds of user access: those the administrator creates in the **Numbering -> User Settings -> Users** menu and those that correspond to the applications System Phonebook, Call Data Records, Hotel Functions, and Mini Call Center. The users created by the administrator have access to a much reduced configuration interface; you can find a description of its scope in the chapter **User access**. Users corresponding to applications have access to the menus relevant to the respective application in the same way as the administrator.

The online help system provides help for the available configuration options.

### 4.4 Software Update

The range of functions of **aphona iFlash** is continuously being extended. These extensions are made available to you by Funkwerk Aphona Communications GmbH. Checking for new software versions and the installation of updates can be carried out easily with the **Funkwerk Configuration Interface**. An existing internet connection is needed for an automatic update.

Proceed as follows:

- (1) In the **Maintenance** menu, select **Software & Configuration**.
- (2) Under **Action**, select *Update system software* and, under **Source Location**, *Current Software from Funkwerk Server*.
- (3) Then click **Go**.

Options

Currently Installed Software	
BOSS	V.7.9 Rev. 1 (Beta 3) from 10/07/27 19:08:19
System Logic	0.1
Software and Configuration Options	
Action	Update system software
Source Location	Current Software from Funkwerk Server
Go	

The device now connects to the download server of Funkwerk Aphona Communications GmbH, and checks whether an updated version of the system software is available. If so, your device will be updated automatically. When installation of the new software is complete, you will be invited to restart the device.

**Caution**

Once you have clicked on **GO** , the update cannot be cancelled/interrupted.  
If an error occurs during the update, do not re-start the device and contact support.

## Chapter 5 Operation via the telephone

### 5.1 Symbols

Please note: different terminals may not display the same tones, ring patterns and operating procedures. You'll find information on frequency and pulse length in the installation instructions or in a separate document `Tones and pulses`.



This symbol prompts you to pick up your telephone receiver.



This symbol shows the call status. You've lifted the receiver of your telephone.



This symbol tells you to lift the receiver of your telephone or the telephone is not in use.



This symbol shows a signal on a terminal, e.g. your telephone is ringing.



This symbol tells you to dial a number.



One of these symbols prompts you to dial the displayed numeral or character.



These symbols display a selection of numerals or characters which are available for selection.



This symbol prompts you to dial a specific selection (numeral or character) from a list or table.



This symbol tells you to press the Flash button (signal button).



This symbol shows that an acknowledge tone can be heard on the receiver.



This symbol indicates a conference call.



When you enter a number to dial via an SIP provider, dialling output only occurs ca. 5 seconds after entry of the last code. Completing a number with the hash key prompts immediate dialling. Here, the terminal must support the hash function.




### 5.2 Telephoning




#### Information for use and operation of telephones



Not all described performance features are included in the connection provided by your network operator. Ask your network provider which performance features are included in your connection, and which must be additionally ordered. Certain terminals may use their own, device-specific procedures for the described functions. Please inform yourself from the relevant terminal instructions. In the following operation sequences, only the telephone connection, i.e. the call between two subscribers, is exemplified. For analogue telephones, functions are only described for DTMF terminals with flash key. You'll hear the following tones when using analogue telephones. For ISDN and analogue telephones that generate their own tones, these may vary. You may also find additional information on the displays of these telephones. System Phones employ their own functions; you should therefore check system telephone instructions to determine whether the codes and procedures provided here should be used.









The performance features for analogue terminals can only be used with terminals that use the MFC dialling method and feature an flash key. Detection of flash length can be set in configuration. Analogue terminals which dial with the PDM method cannot use functions or codes that require \* or #. PDM dialling is automatically detected after dialling a numeral >1.

If **Automatic outside line** is set for your telephone, you must press the  key after lifting the receiver  before each internal operating procedure. For the corresponding performance features, the  symbol is inverted, as in the example below.

	Pick up receiver
	Dial internally
	Conduct call

## 5.2.1 Making external calls

### Making external calls with manual outside line

	Pick up receiver
	Dial exchange code (EC)
	or
  	Dial the code
	Dial external number
	Conduct call
	End call

**Note**

If you hear the busy tone after dialling **0**, either the telephone has no authorisation to make external calls, or the external connection is busy.

**Making external calls with Automatic outside line**

Pick up receiver



Dial external number



Conduct call



End call

**5.2.2 Making internal calls**

All calls, fax transmissions or data transmissions between internal analogue terminals and ISDN terminals are internal connections. These connections are free of charge.

**Making internal calls without Automatic outside line**

Pick up receiver



Dial internal call number



Conduct call



End call

**Telephoning internally with Automatic outside line**

Pick up receiver



Press key



Dial internal call number









Conduct call











End call





5.2.3 Speed dial number from the phone book

-  Lift the receiver
-   Press the \* button and # button.
-  Select the speed-dial index (000 to 999).
-  Subscriber is called
-  Conduct call

5.2.4 Target bundle assignment

-  Pick up receiver
-     Select bundle ISDN, POTS, SIP-Prov. (01...99)
-  Dial external number
-  Conduct call
-  End call

5.2.5 Receiving calls

-  Telephone rings
-  Pick up receiver
-  Conduct call
-  End call

5.2.6 Call pickup




Call pickups from group






Note

Pickup is only possible in the pickup group for which your terminal is entered in configuration.

A telephone close to you rings. You want to receive the call on your telephone.






	Pick up receiver
	Pick up call
	Conduct call

### Answering machine pickup

	Pick up receiver
	Pick up call
	Conduct call

### Call pickups from a specific subscriber

Pickup of calls from a specific subscriber is systemwide and not tied to groups.

	Pick up receiver
	Pick up call from answering machine
	Select internal subscriber
	Press key
	You can take the call on your telephone.

## 5.2.7 Automatic callback on busy or on no reply



This function can only be used on telephones that allow suffix dialling. An automatic callback from an inquiry connection is not possible.





#### Note

External callbacks are automatically deleted after a period specified by the exchange.

### Set up callback





	Internal or external subscriber is busy or does not reply
	Dial the code

-  Positive acknowledge tone
-  Replace receiver

Your telephone is called when the called subscriber replaces the receiver. If you lift your telephone's receiver, the subscriber for whom you requested a callback is called. If the subscriber takes the call, you can speak to him or her.

**Delete automatic callbacks**

With this procedure, telephones delete internal and external callbacks on busy and no reply. With this procedure, ISDN telephones delete internal callbacks on no reply.

-  Pick up receiver
-  Delete callback
-  Positive acknowledge tone
-  Replace receiver




**5.2.8 Suspend display of own number**



**Note**

You must have requested this performance feature from your network provider.








With the following procedure, terminals suppress display of their own subscriber number. For ISDN terminals, please consult the associated user's guide.

-  Pick up receiver
-  Dial the code
-  Dial number

**5.2.9 Announcement**









Please refer to the user's guide for your telephones to determine whether the latter support the announcement performance feature.

**Perform announcement**

	Pick up receiver
  	Dial the code
	Dial internal or team number
	Positive acknowledge tone
	Announcement









## 5.2.10 Assign project number/client number

### Project number for a self-initiated call

	Pick up receiver
  	Dial the code
	Enter project number (max. 6-digit)
	Press key
	Positive acknowledge tone
	Dial number

### Project number for an external call to the ISDN terminal











You can use this performance feature for the ISDN terminal if your ISDN terminal supports the "Net Direkt" (Keypad) function in call status. You're conducting a call and wish to record it for a project.

	You're conducting a call and wish to record it for a project
  	Dial the code
	Enter project number (max. 6-digit)
	Press key
	Positive acknowledge tone
	Proceed with call







### Project number for an external call

You can use this performance feature for your terminal if your ISDN terminal doesn't supports the "Net Direkt" (Keypad) function in call status.

You're conducting a call and wish to record it for a project.




	Conduct call
	Press key
  	Dial the code
	Enter project number (max. 6-digit)
	Press key
	Positive acknowledge tone
	Press key
	Proceed with call

### 5.2.11 Send fax from a combined device

	Pick up receiver
	You wish to send a fax with the <i>Fax Group 3</i> service indication
  	Dial code for telefax group 3
	Dial external number
	The external fax machine is called


### 5.2.12 Direct Call










#### Telephoning with direct call switched on

	Pick up receiver
	Begin to dial within the configured time
	Please wait. The target subscriber is called after the preconfigured time.








### 5.2.13 Hold for enquiry

During a call, you can call another subscriber at any time.






	You're conducting a call and wish to call an additional subscriber.
---	---

	Press the R key. You hear the internal dialling tone.
	If you wish to speak with an external subscriber, first dial 0. If, after dialling 0, you hear the busy tone, either your telephone is not authorised to make the call, or the exchange line is busy.
	Dial the subscriber. You hear the ringing tone. Your correspondent is being called. The person lifts the receiver.
	Have a conversation.
	To end the callback, press the disconnect key of your telephone.
	Or when using analogue telephones:
 	Press R0 to disconnect the outgoing connection. The active connection remains active.
 	Press R1 to disconnect the active connection and return to the call in progress.
	Continue your conversation.

### Initiate open inquiry

	You're conducting an external call and wish to make the call available for the open inquiry.
	Press the R key. You will hear the internal dial tone.
  	Dial *21.
	You will hear the positive acknowledge tone.
	Hang up, you'll find the external call in the call waiting queue.

### Accept open inquiry








	You wish to accept the call from an open inquiry.
  	Dial fixed code * 21.
	You've accepted the call.

## 5.2.14 Call Waiting





During a call, you can receive - or refuse - another call.

### Permit/lock call waiting for another call







	Pick up receiver
 / 	Accept/refuse
 	Dial the code
	Positive acknowledge tone
	Replace receiver




### Accept call waiting (inquiry on waiting party)

	You are in a call
	A second subscriber is calling you. You hear your call waiting tone.
 	Dial the code
	You are connected to the subscriber whose call is waiting. Your first call is put on hold (see <b>Enquiry</b> ). For additional information on this procedure, see also <b>Brokering</b> or <b>Three-Party Conference</b> .

### Accept call waiting

	You are in a call. You hear your call waiting tone.
	Replace the receiver. First call is ended.
	Your telephone rings.
	Pick up your telephone receiver, you are connected to the waiting subscriber.

### Reject call waiting

	You are in a call. A second subscriber is calling you. You hear your call waiting tone.
 	Dial the <i>RO</i> call to reject the call waiting. The caller can be switched to the queue, or the call is released and the caller then hears the busy tone.

## 5.2.15 Forwarding calls with or without notification

### Forwarding calls internally without notification

You can forward calls by dialling the number of the internal subscriber and replacing the

receiver. This person is called and receives the call on lifting the receiver.



You are making an external call.



Press the R key. You hear the internal dialling tone.



Dial the internal subscriber.

You hear the ringing tone. Your correspondent is being called.

If you hear the engaged tone, press the R button again to return to the received call.



Replace the receiver. Your correspondent is being called. The person whose number you dialled lifts the receiver and takes the external call. If the person whose number you dialled does not lift the receiver, the call returns to your telephone after a period defined in programming.

### Forwarding calls with notification

You want to forward and internal or external call to another internal subscriber, but you want to speak to this person first.



You are making an internal or external call. You want to forward the call to another subscriber.



Press the R key. You hear the internal dialling tone.



Dial the internal subscriber. You hear the ringing tone. Your correspondent is being called. The person lifts the receiver.

If you hear the engaged tone, press the R button again to return to the call.



Have your conversation. Announce forwarding of the call.



Replace the receiver. The person whose number you dialled continues the call.

## 5.2.16 Connect (ECT)

### Connecting two subscribers

Please note that ISDN terminals can only use the "Connect" performance feature via a special key or menu function. The following procedure does not apply to ISDN telephones.



You're conducting a call with subscriber 1; another call is signalled,

**R 2**

e.g. by call waiting.

Dial the code. Subscriber 2 logs in; you can speak with him. Subscriber 1 is on hold.

**R 4**

You wish to connect the two subscribers. Dial the code.



The two subscribers are interconnected. Connection charges are born by the subscriber who has set up the respective connection.

### 5.2.17 Broker



You are making a call and want to speak to another subscriber without the first subscriber hearing this conversation.

**R**

Press the R key. You will hear the internal dial tone.

**0**

If you wish to speak with an external subscriber, first dial 0 for the exchange.



Dial the subscriber. You will hear the ringing tone. Your correspondent is being called. The person lifts the receiver.



You have a conversation. The first call is held.

**R 2**

Select code *R2* to return to the first call; the second call stays on hold. By activating the *R2* code, you can toggle between both callers.

or

**R 0**

You can terminate the call being held. Dial *R0*.

or

**R 1**

You can terminate the current call. Dial *R1*.

### 5.2.18 Three-party conference



You are calling a subscriber and want to include another subscriber in this call.



Press the R key. You will hear the internal dial tone.



If you wish to speak with an external subscriber, first dial 0 for the exchange.



Dial the subscriber. You will hear the ringing tone. Your correspondent is being called. The person lifts the receiver.



You want to include the subscriber in the first call.



Dial R3.



You hold the conference call.

You wish to disconnect the first subscriber brought into in the conference. The subscriber is then held in inquiry.



Dial R2.



You're speaking to the second subscriber again. The first subscriber is on hold.

The conference ends when you replace the receiver. A subscriber included in the conference can hang up at any time; in this case, the initiating subscriber continues the call with the remaining subscriber.

### 5.2.19 Call Forwarding (CF)



#### Note

Through the length of the number, the **aphona iFlash** automatically detects whether there should be call forwarding to an internal or external subscriber. For call forwarding to an external subscriber, entry of the destination number thus always occurs without an exchange code.

### Activating call forwarding







Pickup the receiver. You hear the internal dial tone.







Press the \* key.



Dial 11 for immediate call forwarding.






	or
<b>1 2</b>	Dial <b>1 2</b> for permanent call forwarding if no answer.
	or
<b>1 3</b>	Dial <b>1 3</b> for call forwarding if busy.
	Dial the CF destination number (without EC)
	Confirm your input with the # key.
	Positive acknowledge tone
	Replace receiver

### Turning off call forwarding







	Pick up receiver
	Press the # key.
<b>1 1</b>	Dial <b>1 1</b> for immediate call forwarding.
	or
<b>1 2</b>	Dial <b>1 2</b> for permanent call forwarding if no answer.
	or
<b>1 3</b>	Dial <b>1 3</b> for call forwarding if busy.
	Positive acknowledge tone
	Replace the receiver.

## 5.2.20 Call assignments







### Switch all call options to night operation

	Pick up receiver
 / 	Press the * key or # key (night operation on/off).
<b>9 0</b>	Dial the code
	Positive acknowledge tone
	Replace receiver







### Switch to call option 1-4 "all teams"

	Pick up receiver
	Call option on.
	Dial the code
	Select the call option.
	Positive acknowledge tone
	Replace receiver

### Switch to call option 1-4 "all door intercoms"

	Pick up receiver
	Call option on.
	Dial the code
	Select the call option.
	Positive acknowledge tone
	Replace receiver

### Switch to call option 1-4 "external announcements"

	Pick up receiver
	Call option on
	Dial the code
	Select the call option.
	You will hear the positive acknowledge tone.
	Replace the receiver.

## 5.2.21 Teams

### Log in/log out of the team (temporary)

With this procedure, you can log your telephone in or out of the team.



**Note**

The internal number must be permanently assigned to at least one team in the configuration.



Pick up receiver



Press the \* key or # key (subscriber login/logout).



Dial the code



Dial the team extension



Confirm your input with the # key.



Positive acknowledge tone



Replace receiver

**5.2.22 Follow-me**

**Set up/delete follow-me internally**



Pick up receiver



Press the \* key or the # key (set up/delete follow-me).



Dial the code



Dial the internal phone number from which you want to forward calls to yourself.



Confirm your input with the # key.



You hear the positive acknowledge tone followed by the internal dial tone.



Replace the receiver.

**5.2.23 Call Through**





This operation is only possible from an external telephone.



Pick up receiver



Dial the number dedicated to call through.

	Simulated external dialling
	Depending on the configuration in the <b>aphona iFlash</b> , you may have to enter a 6-digit PIN2.
	Dial external destination number
	Conduct external call






5.2.24 Mobile subscriber

Functions of the \* key on the "Mobile Subscriber"

The \* key is interpreted by the "Mobile Subscriber" as an R-(flash) key and, depending on connection status, can execute the following functions:





In call status:	Initiate inquiry/hold
In inquiry-dial status:	Dialling abort -> busy tone
In inquiry-call status:	Disconnect caller, return to call in progress
In inquiry-call status:	Disconnect caller, return to call in progress
In inquiry-busy status:	Return to held connection (call)

Log in/out mobile extension internally

	Pick up receiver
	Log in/log out
	Dial the code
	Positive acknowledge tone
	Replace receiver


Externally log in/out mobile subscriber


Pick up your telephone receiver and dial the external number to which the internal service number of the **aphona iFlash** is assigned. Reset your telephone to tone dialling:

	Lift the receiver
	Enter the 6-digit PIN2.
	Positive acknowledge tone
	Log in/log out



- 61

Dial the code.
- 

Positive acknowledge tone
- 

Replace receiver



**Note**

Inquiries are not possible if the DTMF receiver cannot be switched on.

A DTMF receiver cannot be switched on if:

- the engaged tone detection is switched off for an external analogue connection (POTS).
- No PCM channel is linked if there's a direct IP to IP connection and a SIP provider.
- With an IP connection, there is no calling over the G.711 codec, or the DTMF signaling is outband (with other codecs, DTMF detection may not be operating correctly!).


5.2.25 Hotel functions

The **aphona iFlash** features extensive hotel functions. Operation of these functions proceeds from reception telephones via the **aphona iFlash** system menu.

Set hotel room status


It is possible to record the current room status by dialling a code from the room telephone. This recording can only be analysed and displayed in connection with a hotel software application.


Set hotel room status

- 

Pick up receiver
- \*51

Activate the code.
- 0 / 1 / 2

Dial the code 0 = room not clean, 1 = room clean or 2 = room clean and checked room.
- 

Positive acknowledge tone
- 

Replace receiver

5.2.26 Modified access numbers

For the following performance features, the codes can be individually set in the PBX configuration. Here, the preset PBX code is completed by a number from the internal extension numbers of the PBX.

You can enter the modified codes in the table. For the performance features bundle assignment, open inquiry and the operation of a door opener, several codes may be assigned.

Performance feature	Default status of the code	Modified code
Exchange code (EC)	0 or *2*	
Call pickups from group	*0	
Call pickups from a specific subscriber	##0##	
Speed dial from the phone book	*##	
Assignment of project numbers	*23##	
Bundle assignment	*20##	
Open inquiry	*21	

Operation of performance features with a modified code occurs as described for the corresponding performance feature You can either use the modified code (internal number) or the code described in the user's guide (except exchange code).

## Chapter 6 Reset

The **iFlash** is restarted by quickly pressing the key (ca. one second). Pressing the key is equivalent to an interruption of the power supply. Saved data are preserved, but all connections are interrupted.

If you press the reset key for ca. 30-40 seconds, the **aphona iFlash** will execute a factory reset. This means the **aphona iFlash** is returned to its ex works state. The boot configuration is deleted and all passwords are reset. The reset is complete when the **aphona iFlash** returns to operating status, after 30 to 40 seconds.

# Chapter 7 Technical data

This chapter summarises all the hardware characteristics of **aphona iFlash-3**, and **aphona iFlash-6**.

## 7.1 Scope of supply

Your device is supplied with the following parts:

<b>aphona iFlash-3</b>	iFlash-3
	1x M 4 S/U+ 4U
	1x MC CL
	2x IP cable (3 m)
	Data medium (software, documentation, etc.)
	Printed documentation
	Fixing screws, dowels
	Terminal clamps
<b>aphona iFlash-6</b>	2x IP cable (3 m)
	Network cable
	2x Angle brackets
	Data storage media (documentation, software, etc)
	printed documentation
	6x Knurled screws

## 7.2 General Product Features

The general product features cover performance features and the technical prerequisites for installation and operation of your device.

**General Product Features aphona iFlash-3, aphona iFlash-6**

Product name	aphona iFlash3 (wall-mounted system)	aphona iFlash6 (rack-mounted system)
Equipment dimensions without cable (B x H x D):	500 mm x 370 mm x 75 mm	440 mm x 88 mm x 293 mm
Weight	approx. 2.590 kg (incl. mains unit without packing and cable)	approx. 5.2 kg (incl. mains unit without packing and cable)
LEDs	4 (1x Power, 1x Status, 1x SD Card, 1x Info)	6 (1x Power, 1x Status, 1x SD Card, 1x Info ...tbw
Power consumption of the device	Resting state (no module installed): ca. 12 watt	Resting state (no module installed): ca. 12 watt
	Activity for 3 modules FXS16 (50 % load, ca. 24 active calls): ca. 50 W	Activity for 6 modules FXS16 (50 % load, ca. 48 active calls): ca. 80 W
	1 Power supply	2 Power supplies
Voltage supply	230 V ~	230 V ~
Operating conditions:	dry rooms, no condensation, dust-free	dry rooms, no condensation, dust-free
Storage temperature	-20 °C to + 70 °C	-20 °C to + 70 °C
Operating temperature	+5 °C to +40 °C	+5 °C to +40 °C
Relative atmospheric humidity	max. 85 %	max. 85 %
Available interfaces:	FXS, S0 internal/external, UP0 internal, (rel.2: FXO + PRI)	FXS, S0 internal/external, UP0 internal, (rel.2: FXO + PRI)
Serial interface V.24	Permanently installed, supports Baud rates: 1200 to 115200 Baud	Permanently installed, supports Baud rates: 1200 to 115200 Baud
Ethernet (4-port switch)	4x GB Ethernet interface configurable as LAN, WAN, ac-	4x GB Ethernet interface configurable as LAN, WAN, according

Product name	aphona iFlash3 (wall-mounted system)	aphona iFlash6 (rack-mounted system)
	cording to IEEE802.3u, compatible with 100 / 10 Base T (IEEE802.3), auto-MDIX	to IEEE802.3u, compatible with 100 / 10 Base T (IEEE802.3), auto-MDIX
	4x GB Ethernet interface configurable as WAN, DMZ according to IEEE802.3u, compatible with 100 / 10 Base T (IEEE802.3), auto-MDIX	4x GB Ethernet interface configurable as WAN, DMZ according to IEEE802.3u, compatible with 100 / 10 Base T (IEEE802.3), auto-MDIX
Available sockets:		
Serial interface V.24	5-pole mini DIN socket	5-pole mini DIN socket
Ethernet interface	5x RJ45 socket with 2 integrated LED's per socket	5x RJ45 socket with 2 integrated LED's per socket
Jack	Audio in/out (for external and internal audio signals)	Audio in/out (for external and internal audio signals)
Standards & Guidelines	R&TTE Directive 1999/5/EC CE symbol for all EU states	R&TTE Directive 1999/5/EC CE symbol for all EU states
Online documentation	User's Guide <b>Quick Install Guide</b> leaflet (for printing)	User's Guide <b>Quick Install Guide</b> leaflet (for printing)

### 7.3 LEDs

The device LEDs provide information on certain activities and statuses of the device. The wall-mounted system LEDs are located at the upper right corner of the housing.

They are arranged as follows:

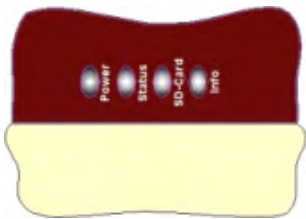


Fig. 3: LEDs (wall-mounted system)

LED status display iFlash-3

LED	State	Information
Power	flashes red	Power Management
	lights up green	Operating voltage present
State	flashes red	System messages present
	flashes green	Operating status
	lights up green	The <b>iFlash</b> is initialised
SD card	flickers green	Data being written/read
	lights up green	Memory card detected but no access
Info	currently no function	

The rack-mounted system LEDs are located at the front of the housing.

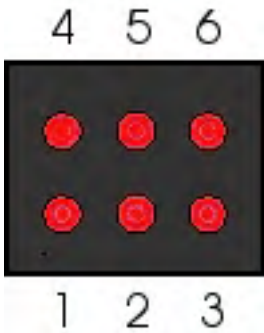


Fig. 4: LEDs (rack-mounted system)

LED status display iFlash-6

LED	Status	Information
1 Power	flashes red	Power Management
	lights up green	Operating voltage present
2 Status	flashes red	System messages present
	flashes green	Operating status
	lights up green	The <b>iFlash-6</b> is initialised
3 SD card	flickers green	Data being written/read
	lights up green	Memory card detected but no access
4	Function in module re- placement	
5	Function in module re- placement	
6	Function in module re- placement	



Note

For replacement of modules 1-6 during operation of the **aphona iFlash-6**, LEDs 1-6 are assigned to slots 1-6. You'll find information on module re-  
placement in the installation instructions.

7.4 Connections

The connections are arranged as follows:



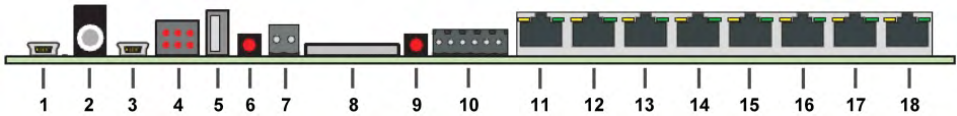


Fig. 5: Basic module connections

1	Serial 1	Serial interface RS232
2	Audio in/out	Jack for external and internal audio signals
3	Serial 2	Serial interface RS232
4	LED status (rack-mounted system)	LED display
5	USB	ISDN connector
6	Maintenance	Key for module replacement during operation (Hot Plug). Only intended for the rack-mounted system.
7	System GND terminal	Functional earth connection for safe operation (wall-mounted system)
8	SD card	Card for data storage
9	Reset	Reset button
10	Contacts	Connecting terminals-plug in connector
11	Contacts	Currently without function
12	Option	Currently without function
13	ETH 1	10/100/1000 Base T Ethernet interface
14	ETH 2	10/100/1000 Base T Ethernet interface
15	ETH 3	10/100/1000 Base T Ethernet interface
16	ETH 4	10/100/1000 Base T Ethernet interface
17	ETH 5	10/100/1000 Base T Ethernet interface
18	Option	Currently without function

## 7.5 WEEE information



The waste container symbol with the »X« through it on the device indicates that the device must be disposed of separately from normal domestic waste at an appropriate waste disposal facility at the end of its useful service life.



Das auf dem Gerät befindliche Symbol mit dem durchgekreuzten Müllcontainer bedeutet, dass das Gerät am Ende der Nutzungsdauer bei den hierfür vorgesehenen Entsorgungsstellen getrennt vom normalen Hausmüll zu entsorgen ist.



Le symbole se trouvant sur l'appareil et qui représente un conteneur à ordures barré signifie que l'appareil, une fois que sa durée d'utilisation a expiré, doit être éliminé dans des poubelles spéciales prévues à cet effet, de manière séparée des ordures ménagères courantes.



Il simbolo raffigurante il bidone della spazzatura barrato riportato sull'apparecchiatura significa che alla fine della durata in vita dell'apparecchiatura questa dovrà essere smaltita separatamente dai rifiuti domestici nei punti di raccolta previsti a tale scopo.



El símbolo del contenedor con la cruz, que se encuentra en el aparato, significa que cuando el equipo haya llegado al final de su vida útil, deberá ser llevado a los centros de recogida previstos, y que su tratamiento debe estar separado del de los residuos urbanos.



Symbolen som sitter på apparaten med den korsade avfallstunnan betyder att apparaten när den tjänat ut ska kasseras och lämnas till de förutsedda sortergårdarna och skiljas från normalt hushållsavfall.



Tegnet på apparatet som viser en avfallcontainer med et kryss over, betyr at apparatet må kastet på hertil egnet avfallssted og ikke sammen med vanlig avfall fra husholdningen.



Το σύμβολο που βρίσκεται στην συσκευή με το σταυρωμένο κοντέϊνερ απορριμμάτων σημαίνει, ότι η συσκευή στο τέλος της διάρκειας χρήσης της πρέπει να διατεθεί ξεχωριστά από τα κανονικά απορρίμματα στα γι' αυτό τον σκοπό προβλεπόμενα σημεία διάθεσης.



Symbolet med gennemkrydset affaldsbeholder på apparatet betyder, at apparatet, når det ikke kan bruges længere, skal bortskaffes adskilt fra normalt husholdningsaffald på et af de dertil beregnede bortskaffelsessteder.



Znajdujący się na urządzeniu symbol przekreślonego pojemnika na śmieci oznacza, że po upływie żywotności urządzenia należy go oddać do odpowiedniej placówki utylizacyjnej i nie wyrzucać go do normalnych śmieci domowych.



Het doorgehaalde symbool van de afvalcontainer op het apparaat betekent dat het apparaat op het einde van zijn levensduur niet bij het normale huisvuil mag worden verwijderd. Het moet bij een erkend inzamelpunt worden ingeleverd.



O símbolo com um caixote de lixo riscado, que se encontra no aparelho, significa, que o aparelho no fim da sua vida útil deve ser eliminado separadamente do lixo doméstico nos centros de recolha adequados.

## Chapter 8 Assistants

The **Wizards** menu offers step-by-step instructions for the following basic configuration tasks:

- First steps

Choose the corresponding task from the navigation bar and follow the instructions and explanations on the separate pages of the Wizard.

# Chapter 9 System Management

The **System Management** menu includes general system information and system settings.

You see a system status overview. In addition, global system parameters, such as the system name, date/time, passwords, timer and licences are managed, and codes and access authorisations for administration are configured.

## 9.1 Status

If you log into the **Funkwerk Configuration Interface**, your device's status page is displayed, which shows the most important system information.

You see an overview of the following data:

- System status
- Your device's activities: e.g., resource utilisation and active sessions
- Status and basic configuration of physical interfaces
- The last 10 system messages

You can customise the update interval of the status page by entering the desired period in seconds as **Automatic Refresh Interval** and clicking on the **Apply**-button.



### Caution

Under **Automatic Refresh Interval** do not enter a value of less than 5 seconds, otherwise the refresh interval of the screen will be too short to make further changes!

Automatic Refresh Interval  Seconds

System Information

Uptime	2 Day(s) 19 Hour(s) 25 Minute(s)
System Date	Tuesday, 2004 Jan 27, 21:21:45
Serial Number	TM3CC0009520002
BOSS Version	V.7.9 Rev. 1 (Beta 3) from 10/07/27 19:08:19
Last Configuration stored	Thursday, 1970 Jan 01, 00:00:00
Night Mode Status	Off

Resource Information

CPU Usage	0%
Memory Usage	21.4/127.9 MByte (16%)
External Memory Card	No card used
Active Sessions (SIF, RTP, etc...)	0

Physical Interface

	Interface Specifics	Link
en1-0	192.168.0.254 / 255.255.255.0	
en1-4	Not configured / Not configured	

Recent System Logs

Time	Level	Subsystem	Message
04:38:34	Information	HTTP	Timeout sid=821325514
03:32:55	Information	HTTP	Timeout sid=166585857
03:25:37	Information	HTTP	Timeout sid=1469676532
03:24:42	Information	HTTP	Timeout sid=2641695412
01:56:15	Information	MPS	amd: [INF] audio: opened '/rd-0-0/IFEC/ANM/052/AUDIO.WAV' fd=4
01:56:15	Information	MPS	amd: [INF] audio: closing fd=4
01:56:15	Notice	MPS	amd: [MSG] version 1.1 (Jul 27 2010, 19:17:39) started
01:56:15	Information	Configuration	system iflash-3 started at Sun Jan 25 1:56:15 2004
01:56:15	Notice	MPS	bccd: [MSG] version 1.0 (Jul 27 2010, 19:17:30) started
01:56:15	Information	INET	sshd: no hostkeys available -- exiting.

Fig. 7: System Management ->Status

The **System Management -> Status** menu consists of the following fields:

Fields in the Status System Information menu

Field	Value
Uptime	Displays the time past since the device was rebooted.
System Date	Displays the current system date and system time.
Serial Number	Displays the device serial number.
BOSS Version	Displays the currently loaded version of the system software.
Last Configuration stored	Displays day, date and time of the last saved configuration (boot configuration in flash).
Night Mode Status	Displays whether your device is in normal operation ( <i>Off</i> ) or in night operation ( <i>On</i> ).

Fields in the Status Resource Information menu

Field	Value
CPU Usage	Displays the CPU usage as a percentage.
Memory Usage	Displays the usage of the working memory in MByte in relation to the available total working memory in MByte. The usage is also displayed in brackets as a percentage.
External Memory Card	Displays the status of an inserted optional external memory card (if any) and the memory capacity in GB or MB.
Active Sessions (SIF, RTP, etc... )	Displays the total of all SIF, TDRC, and IP load balancing sessions.

#### Fields in the Status Module menu

Field	Value
DSP Module	Shows the types of inserted DSP modules, if any. An acquired fax licence, if any, can be displayed.

#### Other fields in the Status menu

Field	Value
Physical Interface - Interface Specifics - Link	<p>The physical interfaces are listed here and their most important settings are shown. The system also displays whether the interface is connected or active.</p> <p>Interface specifics for Ethernet interfaces:</p> <ul style="list-style-type: none"> <li>• IP address</li> <li>• Subnet Mask</li> </ul> <p>Note: the status of the analogue and ISDN interfaces is displayed in menus <b>Physical interfaces</b> -&gt; <b>ISDN Ports</b> and <b>Physical interfaces</b>-&gt; <b>Analogue Ports</b>.</p>
Recent System Logs	Displays the last 10 system messages.

## 9.2 Global Settings

The basic system parameters are managed in the **Global Settings** menu.

### 9.2.1 System

Your system's basic system data are entered in the **System Management** -> **Global Settings** -> **System** menu.

System

Passwords

Date and Time

Timer

System Licences

Basic Settings

System Name

iflash-3

Location

Contact

FUNKWERK

Maximum Number of Syslog Entries

50

Maximum Message Level of Syslog Entries

Information

Maximum Number of Accounting Log Entries

20

System Settings

Transfer to busy extension

Off

With Ringing Tone

With Music On Hold

Rerouting to Number

None - Busy Tone

Interconnect external calls

Enabled

Country Settings

Country Profile

Österreich

Display Language

Deutsch

International Prefix / Country Code

00 / 43

National Prefix / City Code

0 /

Advanced Settings

Charge Settings

Charge Rate Factor

0,00

Currency

Charge Information (S0 / Upn Extension)

Keypad

Functional

Both

Night Mode

Team Signalling

Variant 1

Doorcom Signalling

Variant 1

Rerouting of Incoming Distribution

Variant 1

OK

Cancel

Fig. 8: System Management -> Global Settings -> System

The **System Management -> Global Settings-> System** menu consists of the following fields:

Fields in the System Basic Settings menu

Field	Value
System Name	Enter the system name of your system. This is also used as the PPP host name.  A character string of up to 255 characters is possible.

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Field	Value
	The system type is preset as the default value.
Location	Enter the location of your system.
Contact	<p>Enter the relevant contact person. Here you can enter the e-mail address of the system administrator, for example.</p> <p>A character string of up to 255 characters is possible.</p> <p>The default value is <i>FUNKWERK</i>.</p>
Maximum Number of Syslog Entries	<p>Enter the maximum number of syslog messages to be stored internally in the system.</p> <p>Possible values are <i>0</i> to <i>1000</i>.</p> <p>The default value is <i>20</i>. You can view the stored messages in <b>Monitoring -&gt; Internal Log</b>.</p>
Maximum Message Level of Syslog Entries	<p>This setting has to be made by the administrator.</p> <p>Select the priority of system messages above which a log should be created.</p> <p>System messages are only recorded internally if they have a higher or identical priority to that indicated, i.e. all messages generated are recorded at syslog level <i>debug</i>.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Emergency</i>: Only messages with emergency priority are recorded.</li><li>• <i>Alert</i>: Messages with emergency and alert priority are recorded.</li><li>• <i>Critical</i>: Messages with emergency, alert and critical priority are recorded.</li><li>• <i>Error</i>: Messages with emergency, alert, critical and error priority are recorded.</li><li>• <i>Warning</i>: Messages with emergency, alert, critical, error and warning priority are recorded.</li><li>• <i>Notice</i>: Messages with emergency, alert, critical, error, warning and notice priority are recorded.</li></ul>



Field	Value
	<ul style="list-style-type: none"><li>• <i>Information</i> (default value): Messages with emergency, alert, critical, error, warning, notice and information priority are recorded.</li><li>• <i>Debug</i> All messages are recorded.</li></ul>
Maximum Number of Accounting Log Entries	<p>This setting has to be made by the administrator.</p> <p>Enter the maximum number of entries to be stored internally in the system for IP accounting.</p> <p>Possible values are <i>0</i> to <i>1000</i>.</p> <p>The default value is <i>20</i>.</p>

Transfer to busy extension

In configuration, you can define whether transfer of a call to an engaged subscriber is possible, or whether the caller hears the busy tone on Off and the call is thus ended. Otherwise, the caller remains on hold and hears the ringing tone or the music-on-hold. If the target subscriber hangs up, the subscriber on hold hears the ringing tone. The target subscriber is called and can take the call on hold.

Fields in the System System Settings menu

Field	Value
Transfer to busy extension	<p>Define whether it shall be possible to transfer a caller to an engaged subscriber.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Off</i> (default value): transfer to an engaged subscriber is not allowed; caller hears the busy tone as default.</li><li>• <i>With Ringing Tone</i>: caller hears the ringing tone while being transferred.</li><li>• <i>With Music On Hold</i> caller hears system music-on-hold while being transferred.</li></ul>
Rerouting to Number	<p>Define where incoming calls should be redirected , e.g., in case of wrong dialling.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>None - Busy Tone</i> (default value): as default, caller hears the busy tone and cannot be redirected to a destina-</li></ul>

Field	Value
	tion. <ul style="list-style-type: none"><li>• <i>&lt;Call number&gt;</i>As default, the incoming call is routed to the selected extension.</li></ul>
Interconnect external calls	Select whether, while brokering two external subscribers, these should be connected after you hang up.  The function is activated with <i>Enabled</i> .  The function is disabled by default.

Country Settings

Your business is an international company with subsidiaries in several countries. Despite the differences in network structure between countries, you wish to use the same system in each subsidiary. By setting the country option, the system can be adapted to the specifics of the network in the target country.

As system requirements vary from country to country, the functionality of certain performance features must be customised. Basic settings for different country options are saved in the system.

Fields in the System Country Settings menu

Field	Value
Country Profile	Select the country in which the system is to be used.  Please note: this will not alter the language used in the system menu of the system telephone.  Possible values: <ul style="list-style-type: none"><li>• <i>Deutschland</i></li><li>• <i>Nederland</i></li><li>• <i>Great Britain</i></li><li>• <i>Belgie</i></li><li>• <i>Italia</i></li><li>• <i>Danmark</i></li><li>• <i>Espana</i></li><li>• <i>Sverige</i></li><li>• <i>Norge</i></li></ul>

Field	Value
	<ul style="list-style-type: none"><li>• <i>France</i></li><li>• <i>Portugal</i></li><li>• <i>Österreich (default setting)</i></li><li>• <i>Schweiz</i></li><li>• <i>Czech</i></li><li>• <i>Slovenija</i></li><li>• <i>Polska</i></li><li>• <i>Magyarország</i></li><li>• <i>Ellada</i></li></ul>
Display Language	<p>Define the desired language for the system menu.</p> <p>The system provides a special menu--System Menu--with system-specific functions for system telephones. Notifications in the system menu can occur in various languages. These language notifications are independent of settings in the individual system telephones.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Deutsch</i> (default value)</li><li>• <i>English</i></li></ul>
International Prefix/ Country Code	<p>Enter the country code.</p> <p>You need this entry if, for example, you wish to automatically generate an international number under <b>SIP Provider</b> You dial the national prefix in the customary way , e.g. 5151 909999, the system then automatically dials +495151 909999. If you do not enter the country code, this can result in wrong dialling; the system then dials +5151 909999. Without entry of <b>Generate international number</b> and <b>International Prefix / Country Code</b> the complete number including country code must always be dialled with the SIP providers</p> <p>Please note: not all SIP providers support this setting.</p>
National Prefix/City Code	<p>Enter the national prefix or the area code for the city in which your system is installed. This area code is crucial for a point-to-point connection, as otherwise, automatic callback to an external number, for example, is not possible.</p>

The **Advanced Settings** menu consists of the following fields:

**Fields in the System Billing Settings menu**

Field	Value
Charge Rate Factor	Enter the factor for the connection charges.
Currency	Enter the name of the currency, e.g., EUR (max 3-digit) here. This entry is only a name not taken up in any calculation of tariff unit factors. Special characters are not allowed.
Charging Information (S0/Upn Extension)	<div>Select the transmission method for charging information at the internal S0 bus.</div> <div>Possible values:</div> <ul style="list-style-type: none"><li>• <i>Keypad</i>: depending on country and provider, the charging information is transmitted so as to allow direct display by the terminal.</li><li>• <i>Functional</i>: the charging information is transmitted in a binary code and must first be decoded by the terminals (EURO ISDN).</li><li>• <i>Both</i> (standard value): both protocols are detected.</li></ul>

**Night Mode**

You can switch the system to night operation and thus enable certain call options for team signalling, intercom signalling and redirect functions.

Advanced switching of call options is possible via a code, or the calendar configured for night operation. You perform configuration of a calendar for night operation in the **Applications -> Calendar -> Calendar -> Edit/New** menu.

**Fields in the System Night Mode menu**

Field	Value
Team Signalling	Select the call option for team signalling in night operation.
Doorcom Signalling	Select the intercom call option for intercom signalling in night operation.
Rerouting of Incoming Distribution	Select the call option for redirect to announcement in night operation.

### 9.2.2 Passwords (User)

Setting the passwords is another basic system setting.

System

Passwords

Date and Time

Timer

System Licences

System Password

User Password

Confirm User Password

Configuration via Phone (4-Digit Numeric PIN)

PIN1

Remote Access to Phone (6-Digit Numeric PIN)

Remote Access (e.g. Follow me, Room Monitoring)

OK

Cancel

Fig. 9: System Management -> Global Settings-> Passwords



**Note**

All **aphona** devices are delivered with the same username, password and PIN. As long as the passwords or PIN's remain unchanged, they are thus not protected against unauthorised use.

Make sure you change the passwords and PIN's to prevent unauthorised access to the device

As long as the password remains unchanged, the warning "System password not changed!" appears under **System Administration-> Status**.

The **System Management -> Global Settings -> Passwords** menu consists of the following fields:

**Fields in the Passwords System Password menu**

Field	Value
User Password	Enter the password for the user name <code>user</code> .  This password is also used with SNMPv3 for authentication (MD5) and encryption (DES).
Confirm User Password	Confirm the password by entering it again.

PIN1 and PIN2

You can use various protection functions to prevent misuse of your system by third parties. You protect your system settings by means of a 4-digit PIN1 (secret number). Access from outside (remote access) is protected by a 6-character PIN2.

PIN1 is a 4-digit PIN that allows you to protect system settings from unauthorised access. PIN2 is a 6-digit PIN number that prevents use of your system by unauthorised remote users. These functions can only be used after entering a 6-digit PIN2.

Various settings are protected by the system PIN1. In the basic setting, PIN1 is set to 0000. After accessing the configuration, you can set the performance features using the keys described.

The following performance features are set up via PIN1:

- Change PIN1 or PIN2
- Delete individual or all performance features
- Reset system to basic setting (Reset)

The following performance features are protected by PIN2:

- Remote access for external follow-me, room monitoring

Fields in the Passwords Configuration via Phone (4-Digit Numeric PIN) menu

Field	Value
PIN1	Enter <b>PIN1</b> .  With the 4-digit <b>PIN1</b> (PIN number) you protect your system settings through configuration via telephone.

Fields in the Passwords Remote Access to Phone (6-Digit Numeric PIN) menu

Field	Value
Remote Access (e.g. Follow Me, Room Monitoring)	Select whether a remote access shall be permitted on your system.  The function is activated with <i>Enabled</i> .  The function is disabled by default.
PIN2	Only if <b>Remote Access</b> is enabled.  Enter <b>PIN2</b> .

Field	Value
	With the 6-digit <b>PIN2</b> you secure access from outside (remote access).

9.2.3 Date and Time

You need the system time for tasks such as correct time-stamps for system messages, or accounting.

System

Passwords

Date and Time

Timer

System Licences

Basic Settings

Time Zone

UTC+00

Current Local Time

Tuesday, 2004 Jan 27, 22:58:49

Manual Time Settings

Set Date

Day

Month

Year

Set Time

Hour

Minute

Automatic Time Settings (Time Protocol)

First Timeserver

SNTP

Second Timeserver

SNTP

Third Timeserver

SNTP

Time Update Interval

1440

Minute(s)

Time Update Policy

Normal

Internal Time Server

☐ Enabled

OK

Cancel

Fig. 10: System Management -> Global Settings-> Date and Time

You have the following options for determining the system time (local time):

ISDN/Manual

System time can be updated via ISDN, i.e. date and time are derived from the ISDN at every new external connection. Date and time can also be entered manually, e.g if time and date are not transmitted in the ISDN, or no time server is available. The time remains for ca. 3 hours after the power supply is turned off.

The switch from summer to winter time (and back) occurs automatically. This is independent of the exchange time or the ntp server time. Summer time starts on the last Sunday in March by switching from 2 a.m. to 3 a.m. The calendar-related or schedule-related

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switches that are scheduled for the missing hour are then carried out. Winter time starts on the last Sunday in October by switching from 3 a.m. to 2 a.m. The calendar-related or schedule-related switches that are scheduled for the additional hour are then carried out.

Time Server

You can obtain the system time automatically, e.g. using various time servers. To ensure that the device uses the desired current time, you should configure one or more time servers.



Note

If a method for automatically deriving the time is defined on the device, the values obtained in this way automatically have higher priority. A manually entered system time is therefore overwritten.

The **System Management -> Global Settings -> Date and Time** menu consists of the following fields:

Fields in the Date and Time Basic Settings menu

Field	Description
Time Zone	Select the time zone in which your device is installed.  You can select Universal Time Coordinated (UTC) plus or minus the deviation in hours or a predefined location, e.g. <i>Europe/Berlin</i> .
Current Local Time	The current date and current system time are shown here. The entry cannot be changed.

Fields in the Date and Time Manual Time Settings menu

Field	Description
Set Date	Enter a new date.  Format: <ul style="list-style-type: none"><li>• <b>Day:</b> dd</li><li>• <b>Month:</b> mm</li><li>• <b>Year:</b> yyyy</li></ul>
Set Time	Enter a new time.



Field	Description
	<p>Format:</p> <ul style="list-style-type: none"><li>• <b>Hour:</b> hh</li><li>• <b>Minute:</b> mm</li></ul>

Fields in the Date and Time Automatic Time Settings (Time Protocol) menu

Field	Description
ISDN Time Server	<p>Define whether time information received during an external ISDN connection is used to update system time.</p> <p>The function is activated with <i>Enabled</i>.</p> <p>The function is disabled by default.</p>
First Time Server Second Time Server Third Time Server	<p>Enter the first, second and third time servers by using either a domain name or an IP address.</p> <p>In addition, select the protocol for the time server request.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>SNTP</i> (default value): This server uses Simple Network Time Protocol with UDP port 123.</li><li>• <i>Time Service / UDP</i>: This server uses the Time service with UDP port 37.</li><li>• <i>Time Service / TCP</i>: This server uses the Time service with TCP port 37.</li><li>• <i>None</i>: This time server is not currently used for the time request.</li></ul>
Time Update Interval	<p>Enter the time interval in minutes at which the time is automatically updated.</p> <p>The default value is <i>1440</i>.</p>
Time Update Policy	<p>Enter the time period after which the system attempts to contact the time server again following a failed time update.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Normal</i> (default value): The system attempts to contact the time server after 1, 2, 4, 8, and 16 minutes.</li></ul>

Field	Description
	<ul style="list-style-type: none"><li>• <i>Aggressive</i>: For ten minutes, the system attempts to contact the time server after 1, 2, 4, 8 seconds and then every 10 seconds.</li><li>• <i>Endless</i>: For an unlimited period, the system attempts to contact the time server after 1, 2, 4, 8 seconds and then every 10 seconds.</li></ul>
Internal Time Server	<p>Select whether the internal timeserver is to be used.</p> <p>The function is activated by selecting <i>Enabled</i>. Time requests from a client will be answered with the current system time. This is given as GMT, without offset.</p> <p>The function is disabled by default. Time requests from a client are not answered.</p>

9.2.4 Timer

In the **Timer** menu, you can configure the times after which specific system features are to be switched on by default.

System

Passwords

Date and Time

Timer

System Licences

Basic Settings

Call Forwarding (CFNR)

15

Seconds

Direct Call

5

Seconds

Transfer on no Answer

20

Seconds

External Door Connections

180 Seconds

Advanced Settings

Explicit Call Transfer

30

Seconds

Transfer to busy extension

30

Seconds

System Parked Enquiry

30

Seconds

OK

Cancel

Fig. 11: System Management -> Global Settings -> Timer

The **System Management -> Global Settings -> Timer** menu includes the following fields:

Fields in the Timer Basic Settings menu

Field	Description
Call Forwarding (CFNR)	Enter the time after which <b>Call Forwarding (CFNR)</b> occurs. Possible values are 1 to 99. The default value is 15.
Direct Call	<p>Enter the time from when the receiver is picked up at which the configured number is dialled.</p> <p>You wish to configure a telephone for which a call to a specific number is set up even without entry of the number (e.g. emergency telephone). You are not at home. However, there is someone at home who needs to be able to reach you quickly and easily by telephone, if required (e.g. children or grandparents). If you have set up the "Direct Call" function for one or more telephones, the receiver of the corresponding telephone only needs to be lifted. After a period without further entries set in configuration, the system automatically dials the configured direct call number.</p> <p>If you do not dial within the specified period from picking up the receiver, automatic dialling is initiated.</p> <p>Possible values are 1 to 30. The default value is 5.</p>
Transfer on no Answer	<p>Enter the time after which a free called subscriber is redirected according to the configured redirect options.</p> <p>Possible values are 1 to 120. The default value is 20.</p>
External Door Connections	<p>If an intercom call is queried by an external telephone, you can set the period after which this call is disconnected here.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Unlimited</i></li><li>• <i>60 seconds</i></li><li>• <i>120 seconds</i></li><li>• <i>180 seconds</i>(default value)</li><li>• <i>240 seconds</i></li><li>• <i>300 seconds</i></li></ul>

Fields in the Timer Advanced Settings Menu

Field	Value
Explicit Call Transfer	<p>Enter the time after which another call or call waiting is to occur to the initiating subscriber, if the desired subscriber cannot be reached.</p> <p>You have forwarded a caller to another subscriber via transfer or relay. This subscriber could not be reached or is engaged. However, you wish to avoid the subscriber ending the call or being redirected by the system after time. This is achieved by an automatic callback to your phone. For calls forwarded without announcement (special transfer types, UbA), there is a callback or call waiting (if a new call is already in progress) to the initiating subscriber after the time entered here.</p> <p>Possible values are 10 to 179. The default value is 30.</p>
Transfer to busy extension	<p>Enter the time after which a subscriber on hold is reconnected to the exchange.</p> <p>The exchange wishes to transfer a call to a specific employee. However, he/she is presently on the phone. In this case, the call can be switched to the subscriber's queue. If the call is not picked up within the period defined here, the switchboard is called again.</p> <p>Possible values are 10 to 600. The default value is 30.</p>
System Parked Enquiry	<p>Enter the period after which an open inquiry is terminated, and the subscriber is called again or has a call waiting.</p> <p>You're conducting a call and wish to transfer it to a colleague. Unfortunately, you're not sure of this colleague's current whereabouts. With <b>System Parked Enquiry</b>, the subscriber is held in the system's queue. From your telephone, you can now make an announcement advising your colleague of the waiting call. Using a code on the open inquiry, your colleague can take the call from any telephone.</p> <p>If a call held in the queue is not taken by a subscriber within the period entered here, there is a callback or call waiting to the initiating subscriber.</p> <p>Possible values are 10 to 600. The default value is 30.</p>

9.2.5 System Licenses

This chapter describes how to activate the functions of the software licences you have purchased.

The following licence types exist:

- Licences already present in the system ex works.
- Free extra licences
- Extra licences at additional cost

The data sheet for your system tells you which licences are available in the system ex works, and which can be obtained free of charge, or at additional cost. You can access this data sheet at [www.aphona.net](http://www.aphona.net).

Entering licence data

You can obtain the licence data for extra licences via the online licensing pages in the software license section at [www.aphona.net](http://www.aphona.net). Please follow the online licensing instructions. (Please also note the information on the licence card for licences at additional cost.) You will then receive an e-mail containing the following data:

- **License Key** and
- **Licence Serial Number**

You enter this data in the **System Management -> Global Settings-> System Licenses -> New** menu.


In the **System Management -> Global Settings ->System Licenses** menu, a list of all registered licenses is shown (**Description, License Type, License Serial Number, Status**).

Possible values for Status:

Licence	Meaning
OK	Subsystem is activated.
Not OK	Subsystem is not activated.
Not supported	You have entered a licence for a subsystem that your system does not support.

In addition, above the list is shown the **System License ID** required for on-line licensing.

9.2.5.1 Edit/New

Choose the  icon to edit existing entries. Choose the **New** button to add licences.

System

Passwords

Date and Time

Timer

System Licences

Basic Settings

Licence Serial Number

Licence Key

OK

Cancel

Fig. 12: **System Management -> Global Settings-> System Licences -> New**


Activating extra licences

You activate extra licences by adding the received licence information in the **System Management -> Global Settings -> System Licences -> New** menu.

The **System Management -> Global Settings -> System Licences -> New** menu consists of the following fields:

Fields in the System LicencesBasic Parameters menu

Field	Value
Licence Serial Number	Enter the licence serial number you received when you bought the licence.
Licence Key	Enter the licence key you received by e-mail.

 **Note**


If *Not OK* is displayed as the status:

- Enter the licence data again.
- Check your hardware serial number.

If *Not Supported* is displayed as the licence status, you have entered a licence for a subsystem which your system does not support. This means you cannot use the functions of this licence.

Delete licence

Proceed as follows to deactivate a licence:

- (1) Go to **System Management** -> **Global Settings**-> **System Licenses**.
- (2) Press the  icon in the line containing the licence you want to delete.
- (3) Confirm with **OK**.

The licence is deactivated. You can reactivate your additional licence at any time by entering the valid licence key and licence serial number.

## 9.3 Access Codes

To operate certain performance features in day-to-day operations, you've used codes which you'd like to continue employing with your new system. However, other codes are configured in the basic setting for these performance features. No problem--you can individually extend the codes for individual performance features. Thus, you'll be able to continue using these performance features with your accustomed codes.

### 9.3.1 Alternative Access Codes

In the **Alternative Access Codes** menu, you configure the system's dial.

For certain performance features, the access numbers can be individually set in the system configuration. Here, the preset system access number is completed by a call number from the internal system dial plan. For performance features **Open Inquiry** and **Trunk Groups**, several access codes can be assigned. Operation of performance features with a modified code occurs as described for the corresponding performance feature. You can either use the modified code (internal number) or the code described in the user's guide (except exchange code).

Alternative Access Codes

Basic Settings

Line Access Digit

0

Pick-up Group

Pick-up (Extension)

Assign project codes

Speed Dial

Trunk Group Selection

Trunk Group

Access Code

Add

System Parking (Open Enquiry)

Waiting Queue

Access Code

Add

OK

Cancel

Fig. 13: System Management -> Access Codes -> Alternative Access Codes

The **System Management -> Access Codes -> Alternative Access Codes** menu includes the following fields:

Fields in the Basic Settings menu

Field	Description
Line Access Digit	Select the exchange code.  Possible values: <ul style="list-style-type: none"><li>None</li><li>0 - 9</li></ul>
Pick-up Group	Enter the new code for performance feature <b>Pick-up Group</b> .
Pick-up (Extension)	Enter the new code for performance feature <b>Pick-up (Extension)</b> .
Assign project codes	Enter the new code for performance feature <b>Assign project codes</b> .
Speed Dial	Enter the new code for performance feature <b>Speed Dial</b> .
Trunk Group Selection	Create the new codes for performance feature <b>Trunk Group Selection</b> .  For this, first create a bundle selection by clicking <b>Add</b> , select the bundle and enter the desired code for the bundle.



Field	Description
System Parking (Open Enquiry)	<p>Create the new codes for performance feature <b>Open Inquiry</b>.</p> <p>For this, first create a queue for the caller to be held by clicking <b>Add</b>, then enter the desired code for the queue. You can create up to 10 entries.</p>

## Chapter 10 Numbering


### 10.1 User Settings

In this menu, you configure and administer your system's users. The users are organised into authorisation classes to which the desired external lines are assigned, and which may use performance features according to request. The user assigned to an authorisation class receives an internal number and specific authorisations. A default authorisation class (Default CoS) is preset ex-works, to which new users are automatically assigned.

After it's been defined in User Settings which functions and authorisations a user, or several users, have access to, authorisation of user settings is assigned to a terminal in **Terminal Assignment**. In this way, it's possible to create settings for several terminals via an authorisation class, e.g. a user setting *Boss*, a user setting *Department Head* and a user setting *Clerk*. Now, all that's left to do is assign the corresponding terminals to one of these **Class of Services**.

#### 10.1.1 Users

In the menu **Numbering -> User Settings -> Users** you configure the users of your system, their class and assign them internal and external numbers .

Choose the  icon to edit existing entries. Choose the **New** button to create new users.

##### 10.1.1.1 Basic Settings

In the menu **Numbering -> User Settings -> Users -> Basic Settings** you specify basic user information.

Users

Class of Services

Parallel Ringing

New User

Basic Settings

Numbers

Outgoing Signalisation

Authorizations

Basic Settings

Name

Description

External Numbers

Mobile Number

Home Number

E-mail Address

Class of Service

Standard

Optional

Night

Apply

Back

Fig. 14: Numbering -> User Settings -> Users -> Basic Settings

The menu **Numbering -> User Settings -> Users -> Basic Settings** includes the following fields:

**Fields in the Basic Settings Basic Settings menu**

Field	Description
Name	<p>Enter the name of the user.</p> <p>This name is displayed in the phone book if you have entered a number a number and cleared it for the phone book under <b>Mobile Number/Home Number</b>. The name is displayed with the codes (M) for mobile communication, and (H) for Home Number in the system telephone display.</p>
Description	<p>Enter additional user information.</p>

**Fields in the Basic settings External numbers menu**

Field	Description
Mobile Number	<p>Enter a number under which the user can be reached via mobile phone. Also select whether this number is to be shown in the system telephone display so that it can be dialed on the system telephone from the system phone book ( <b>Access from</b></p>

Field	Description
	<b>system phone</b> option).
Home Number	Enter a number under which the user can be reached via home phone. Also select whether this number is to be shown in the system telephone display so that it can be dialled on the system telephone from the system phone book ( <b>Access from system phone</b> option).
E-mail Address	Enter the e-mail address for the user. No function has yet been assigned to this entry.

Fields in the Basic Settings Class of Service menu

Field	Description
Standard	<p>Select the authorisation classes=CoS (Class of Service) Definition of the authorisation class and creation of new authorisation classes occurs under <b>Numbering -&gt; Users -&gt; Class of Service</b>. Only selection occurs in this setting.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Not allowed</i>: No CoS</li><li>• <i>Default CoS</i>(default value)</li><li>• <i>&lt;Class of Service&gt;</i></li></ul>
Optional	<p>Select an optional authorisation class. This CoS is required for the calendar settings. Definition of the authorisation class and creation of new authorisation classes occurs under <b>Numbering -&gt; Users -&gt; Class of Service</b>. Only selection occurs in this setting.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Not allowed</i>: No CoS</li><li>• <i>Default CoS</i>(default value)</li><li>• <i>&lt;Class of Service&gt;</i></li></ul>
Night	<p>Select the authorisation class for night operation. This CoS is required for the calendar settings. Definition of the authorisation class and creation of new authorisation classes occurs under <b>Numbering -&gt; Users -&gt; Class of Service</b>. Only selection occurs in this setting.</p> <p>Possible values:</p>

Field	Description
	<ul style="list-style-type: none"><li>• <i>Not allowed</i>: No CoS</li><li>• <i>Default CoS</i>(default value)</li><li>• <i>&lt;Class of Service&gt;</i></li></ul>

10.1.1.2 Numbers

In the menu **Numbering -> User Settings -> Users -> Numbers** internal numbers which are later assigned to the terminals can be entered. Depending on the type, one or more numbers can be assigned per terminal.



Fig. 15: **Numbering -> User Settings -> Users -> Numbers**

The menu **Numbering -> User Settings -> Users -> Numbers** includes the following fields:

**Fields in the Numbers Internal numbers menu**

Field	Description
Internal Numbers	<p>Enter the internal numbers for the user and the description to be shown in the system telephone display (<b>Displayed Description</b>). In addition, select whether this internal number shall be displayed in the <b>System Phonebook</b> and whether the LED next to the corresponding function key (<b>Busy display</b>) should light up.</p> <p>With <b>Add</b>, you add <b>Internal numbers</b>.</p>

10.1.1.3 Outgoing Signalisation

In the menu **Numbering -> User Settings -> Users -> Outgoing Signalisation** select the outgoing number for the user.

For an outgoing call, if the remote subscriber should not see the number assigned to your own connection, one of the existing numbers can be selected here for display. If no number is defined, the system transmits no number to the provider.

Users

Class of Services

Parallel Ringing

test

Basic Settings

Numbers

Outgoing Signalisation


Authorizations

Outgoing Signalisation

Internal Number	Displayed Description	Outgoing Signalisation

Back

Fig. 16: Numbering -> User Settings -> Users -> Outgoing Signalisation

Select the symbol  to define for every internal number (indicated in the table by **Internal Number** and **Displayed Description**) which number shall be displayed for outgoing calls. Here, for each configured external connection, select one of the numbers configured for this purpose.

10.1.1.4 Authorizations

In the menu **Numbering -> User Settings -> Users -> Authorizations** you can allow this user to perform certain configurations himself via HTML configuration. For this, a user name and password must be entered in the user HTML configuration, and personal access authorised. Once logged out, you can view and modify the corresponding settings after entering this user name and password.

Users

Class of Services

Parallel Ringing

test

Basic Settings

Numbers

Outgoing Signalisation

Authorizations

Basic Settings

Password for IP Phone Registration

User HTML Configuration

Personal Access

☐ Enabled

Login Name

Password

Further Options

Call Through

☐ Enabled

Use routing and signalisation from number:

No Number Assigned

Apply

Back

Fig. 17: Numbering -> User Settings -> Users -> Authorizations

The menu **Numbering -> User Settings -> Users -> Authorizations** includes the following fields:

Fields in the Authorizations Basic Settings menu

Field	Description
Password for IP Phone Registration	Enter the password with which a user IP telephone must log in to the system.  The password can remain free if IP telephones log in but need not authenticate themselves.


Fields in the Authorizations User HTML Configuration menu

Field	Description
Personal Access	Select whether this user shall receive access authorisation to a personalised user interface where he can perform his own entries and settings.  The function is activated by selecting <i>Enabled</i> .  The function is disabled by default.
Login Name	Only enabled for <b>Personal access</b> .  Enter a user name for this user. This is required for login on the user interface.

Field	Description
Password	<p>Only enabled for <b>Personal access</b>.</p> <p>Enter a password for this user. This is required for login on the user interface.</p>

Call Through

Call Through consists in dialin to the system via an external connection and the call put through from the system via another external connection.

**Note**


In the connection data records, one data record is created for the incoming connection and one for the outgoing connection.

Fields in the Authorizations Further Options menu

Field	Description
Call Through	<p>Select whether Call Through should be authorised for this user.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p> <p>If you enable this function, under <b>Use routing and signalisation from number:</b> you must select the internal number from which the authorised external lines and call options for Call Through shall be used.</p>

10.1.2 Class of Services

In the menu **Numbering -> User Settings -> Class of Services** (CoS), functions and performance features for the user settings are set. These authorisation classes can then be assigned to individual users (user groups) in the user settings.

Choose the  icon to edit existing entries. Select the **New** button to create additional authorisation classes. The authorisation class *Default CoS* is configured by default.



10.1.2.1 Basic Settings

In the menu **Numbering -> User Settings -> Class of Services -> Basic Settings** the basic settings along with the name for the new authorisation class are defined. The authorisation class can be located via the name.

UsersClass of ServicesParallel Ringing

New Class Of Service

Basic SettingsFeaturesApplications

Basic Settings

Description

Line Access Authorization

Line Access Authorization

Unlimited

Automatic Outside Line

☐ Enabled

Trunk Line Selection with Line Access Number

Trunks

Add

Allow manual trunk group selection

☐ Enabled

Advanced Settings

Further Settings

Dial Control

☐ Enabled

Automatic Route Selection (ARS)

☐ Enabled

Show Outgoing Number (CLIP)

☒ Enabled

Show Connected Number (COLP)

☒ Enabled

Apply

Back

Fig. 18: **Numbering -> User Settings -> Class of Services -> Basic Settings**

The menu **Numbering -> User Settings -> Class of Services -> Basic Settings** includes the following fields:

Fields in the Basic Settings Basic Settings menu

Field	Description
Description	Enter a description for the entry.

Fields in the Basic Settings Line Access Authorization menu

Field	Description
Line Access Authorization	Select line access authorisation for the authorisation class.  Line access authorisation determines which calls (internal, ex-

Field	Description
	<p>ternal,...) are allowed. The system distinguishes several authorisation levels.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Unlimited</i>: The telephones have unlimited dialling authorisations and can initiate all connections.</li><li>• <i>Domestic</i>: The telephones can initiate all calls except international calls. If a number starts with the code for international dialling, the number cannot be dialled.</li><li>• <i>Incoming</i>: The telephones can receive incoming external calls, but cannot initiate any external calls. Internal calls are possible.</li><li>• <i>Region</i>: The telephones cannot make any national or international calls. For this line access authorisation, 10 exception numbers allowing national or international dialling can be configured. An exception number can consist of complete call numbers or sections thereof (e.g. the first numerals).</li><li>• <i>Local</i>: The telephones can make local calls. National and international calls are not possible.</li><li>• <i>Internal</i>: The telephones do not have authorisation for incoming or outgoing external calls. Only internal telephone calls are possible.</li></ul>
Automatic Outside Line	<p>This setting defines whether automatic outside line is set up for this authorisation class. With automatic outside line, users of this authorisation class hear the external dialling tone after picking up the receiver and can immediately dial outside. To make internal calls, press the star key after picking up the receiver.</p>
Trunk Line Selection with Line Access Number	<p>Select the connections over which outgoing calls from these telephones shall be externally routed. The order of entries determines in which sequence, in case of an engaged external line, dialling shall occur over the other assigned lines</p>
Allow manual trunk group selection	<p>Besides general exchange access, a telephone can also selectively use a bundle. Here, an external connection with the corresponding code number is initiated for selective use of the bundle, and not by dialling the exchange code.</p>


Field	Description
	<p>To be able to perform a selective bundle assignment, the authorisation class must possess the appropriate authorisation. The authorisation can also include bundles that the authorisation class can otherwise not assign. If a telephone does not possess the authorisation for selective bundle assignment, or if the selected bundle is in use, the busy tone is heard after dialling the code. If <b>Automatic Outside Line</b> is set up for an authorisation class, users of this authorisation class must press the star key before selective bundle assignment, then initiate external dialling with the code for bundle assignment.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p> <p>Then select the bundles for which manual bundle assignment is to be allowed. Configure bundles in the <b>Numbering-&gt; Trunk Settings -&gt; Trunk Groups</b> menu.</p>

Number display

If you call a subscriber, your number is displayed to him. The person you're calling thus sees that you are calling even before picking up the receiver. If you don't want the person you're calling to see your number before picking up the receiver, you can prevent display of your number to your called party.

If your called party has set up call forwarding, you won't know at which telephone you've reached him. In this case, you can display the number to which your called party has forwarded the call. However, the person you're calling also has the option of preventing display of this number.

Call number display allows display of the caller's number already at call signaling, even on analogue telephones. Thus, you know who wishes to speak to you even before you've accepted the call.



**Note**

Transmission of analogue CLIP data can be set up separately for every analogue connection. Please refer to the users' guides for your analogue terminals to determine whether these support the CLIP and CLIP off Hook performance features.

Not all described performance features are included in the ISDN standard

connection. Please inquire of your network operator the extent to which individual performance features must be separately ordered for your ISDN connection.

The **Advanced Settings** menu consists of the following fields:

**Fields in the Advanced settings Further Settings menu**

Field	Description
Dial Control	<p>Select whether numbers entered in the <b>Call Routing -&gt; Outgoing Services -&gt; Dial Control</b> menu shall be allowed or denied also for this authorisation class.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p>
Automatic Route Selection (ARS)	<p>Select whether the routing rules entered in the <b>Call Routing -&gt; Automatic Route Selection</b> menu shall also be applied to this authorisation class.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p>
Show Outgoing Number (CLIP)	<p>Select whether the caller number shall be displayed to the called party.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is enabled by default.</p>
Show Connected Number (COLP)	<p>Select whether the called party number shall be displayed to the caller.</p> <p>If, for example, the called party has set up call forwarding to a third subscriber, the caller can display the number of the call forwarding destination using this performance feature.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is enabled by default.</p>

10.1.2.2 Features

In the menu **Numbering -> User Settings -> Class of Services -> Features** additional features can be set up.

Users

Class of Services

Parallel Ringing

test

Basic Settings

Features

Applications

Feature Authorization

Pick-up Group	0
Call Waiting	<input type="checkbox"/> Allowed
Switch signalling variants manually	<input type="checkbox"/> Allowed
Call Through	<input type="checkbox"/> Allowed

Advanced Settings

Receive System Intercom Call	<input type="checkbox"/> Allowed
Receive Announcement Calls	<input type="checkbox"/> Allowed
Receive MWI Information	<input type="checkbox"/> Allowed
Net Direct (Keypad)	<input type="checkbox"/> Allowed

Apply

Back

Fig. 19: **Numbering -> User Settings -> Class of Services -> Features**

Call pickup

A call is signalled to a co-worker who is presently absent from his work station. You now have two options to respond to the caller. You could walk over to your colleague's telephone, or transfer your colleague's call to your phone.

A call signaled at another telephone can be picked up via a code number. Call pickup up is only possible within the group to which a subscriber was assigned at configuration. You configure bundles in the **Numbering-> Groups & Teams -> Teams** menu. Call pickup is not possible for open inquiry.

System Phones can pick up calls via programmed function keys. You can set up line keys, connection keys and team keys on system telephones.

- Line key: an ISDN connection or a VoIP provider is set up under a line key. The LED assigned to the line key indicates the connection status. The LED lights up if both B channels of a connection are in use, or when the maximum number of simultaneous connections over a VoIP provider is reached. If an external call is signalled on another internal telephone, you can pick it up by pressing this line key.

- **Connection key:** a system user is set up under a connection key. The LED assigned to the connection key indicates the subscriber status (call, connection,...). If a call is signalled for this internal subscriber, you can pick it up by pressing this connection key.
- **Team key:** a team key is a normal connection key assigned to a team's internal number. The LED assigned to the team key indicates the team status (call, connection,...). If a call is signalled for this team, you can pick it up by pressing the team key.

### Call Waiting

As far as possible, you want to accept calls from every customer, even while you're already on the phone. If another call is signalled to your phone by a call-waiting tone or display notification, you can decide with which of two customers you wish to speak.

If a currently engaged subscriber is called, she gets automatic call-waiting. Call-waiting is possible for internal and external calls. The call-waiting connection is signalled to the called party visually and/or acoustically, depending on the terminal.

The called party can:

- Decline the call-waiting connection and proceed with the current call. The caller is then signalled engaged.
- Accept the call-waiting connection and hold the current connection.
- Accept the call-waiting connection after the current connection is ended.
- Ignore the call-waiting connection. Call-waiting automatically ends after 30 seconds and the caller hears a busy signal.

### Analogue terminals

The call-waiting option can be individually configured for every subscriber. Allowing call waiting or not can be set via configuration or via a code number in operations.

Analogue terminals get the system call waiting tone. The number of the call-waiting party can be shown in the analogue telephone display if it features the corresponding performance feature (CLIP off Hook). CLIP off Hook is disabled for analogue terminals in the basic setting, but may be enabled via configuration.

Call Waiting can only occur simultaneously in the system for a limited number of analogue connections. If call waiting is already operating with this maximum number of call-waiting tones on analogue connections, additional call-waiting callers will get the busy tone.

If you hear the call-waiting tone during a call, you can take that call and transfer the ongoing call. An operating procedure allows transfer of the ongoing call and acceptance of the call waiting. The following conditions apply here:

- Every dialled number is accepted by the system.

- After the operation procedure, the subscriber and the call-waiting subscriber are immediately connected to each other (no acknowledge tones).
- Transfer to one's own number is possible, then call waiting.
- Internal, external target subscribers as well as teams can be dialled.
- A return call occurs in case of invalid or engaged target number.
- If the subscriber is free, a return call is made according to the target subscriber's defined period.
- With transfer to a team number, there is no return call in case of an engaged or unreachable team
- With transfer to a team number only return call after time is supported.

### ISDN terminals

Configuration and operation of call waiting occurs as described in the users' guides of the corresponding terminals. ISDN terminals use their own tones to signal call waiting.



#### Note

Call Waiting is not possible:

- for conference calls
- for do not disturb (analogue terminals)
- for announcements
- for room monitoring
- for terminals in which the data protection performance feature is enabled (e.g., fax, modem)
- in analogue subscriber's dialling status (the receiver has been picked up, but there is no connection yet)
- for current call-waiting protection
- for dialling a team number. Then there is no call waiting for analogue team subscribers.

ISDN telephones can also transfer a call waiting to another subscriber via the Call Deflection performance feature. An active connection is ended by replacing the receiver, for example. The call waiting connection is then signalled and can be accepted, e.g. by picking up the receiver.

The menu **Numbering -> User Settings -> Class of Services -> Features** includes the following fields:

Fields in the Features Feature Authorization menu

Field	Description
Pick-up Group	Enter the number of the group in which calls may be picked up.
Call Waiting	<p>Select whether call waiting shall be allowed for this authorisation class.</p> <p>The function is activated by selecting <i>Allowed</i>.</p> <p>The function is disabled by default.</p>
Switch signalling variants manually	<p>Select whether manual switching of call options shall be allowed for this authorisation class.</p> <p>The function is activated by selecting <i>Allowed</i>.</p> <p>The function is disabled by default.</p>
Call Through	<p>Select whether Call Through shall be allowed for this authorisation class.</p> <p>The function is activated by selecting <i>Allowed</i>.</p> <p>The function is disabled by default.</p>

Simplex operation

The simplex operation function allows you to set up a connection from a system telephone to another system telephone without this connection having to be actively accepted by the called system telephone (pick up receiver, switch on loudspeaker/hands-free). As soon as the system telephone has accepted the simplex operation connection, the connection is set up. The caller and the called system telephone hear an attention tone at the beginning of the simplex operation. Duration of the simplex operation is limited to two minutes. If the receiver of a concerned telephone is picked up during this period, the call is translated into a normal connection.

System Phones can initiate a simplex operation call via the system telephone menu or a programmed function key. If the simplex operation is initiated via a function key, notifications appear in the system telephone display as with a normal connection and the simplex operation key LED is switched on. The simplex operation can be ended by renewed pressing of the function key or by pressing the loudspeaker key. The LED switches off again at conclusion of the simplex operation.

If a telephone or a system telephone is the destination of a simplex operation call, the



caller's number is indicated in the display. The simplex operation call is signalled over the loudspeaker with an attention tone. The simplex operation can be terminated with the ESC key.

A function key can also be configured on a system telephone to deny or allow simplex operation calls.

**Note**

Simplex operation calls are automatically accepted by the called telephone by enabling the hands-free function, if:

- the telephone is not in use
- simplex operation is allowed and
- the "Do not disturb" function (Call Protection) is disabled.

If a simplex operation connection is not ended by both subscribers, the connection is automatically ended by the system after ca. 2 minutes.

**Announcement**

Do you wish to call your co-workers to a meeting or to a meal? You could call each of them individually, or simply use the announcement function. With just one call, you reach all the announcement-enabled telephones without subscribers having to pick up the receiver.

**Caution**

Although you can be heard with the announcement, you cannot hear any comments your colleagues or family members make.

The announcement function allows you to set up a connection to another telephone without this connection having to be actively accepted by the latter (pick up receiver or switch on loudspeaker/hands-free). As soon as a telephone has accepted the announcement, the connection is active. The announcer and the called subscriber initially hear a positive acknowledge tone. Announcement duration is unlimited.

Announcements are possible to ISDN and analogue telephones if these support the announcement performance feature. Please refer to the user's guide for your telephones to determine whether the performance feature is supported.

Announcements can be allowed or denied to telephones via a code number.

## System Phones

Announcement to and from system telephones is possible. System Phones can initiate an announcement via the system telephone menu or using a programmed function key. If the announcement is initiated via a function key, notifications appear in your telephone display as with a normal connection and the announcement key LED is switched on. The announcement can be ended by renewed pressing of the function key or by pressing the loudspeaker key. The LED switches off again at conclusion of the announcement.

If a system telephone is the destination of an announcement, the announcer's number appears in the telephone display. The announcement is signalled with a positive acknowledge tone over the loudspeaker. The announcement can be terminated with the ESC key.

A function key with associated LED can also be set up on a system telephone to deny or allow announcements.

## Individual announcement

You can initiate the announcement in a selective manner by dialling an internal number. The announcement can be allowed or denied by the destination subscriber via an operating procedure. The announcement is signalled to the destination subscriber and the announcer with a positive acknowledge tone.

## Team announcement

An announcement can also be made to a team by dialling a team number. The team subscribers hear the announcement simultaneously. The announcement is signalled to the destination subscribers and the announcers with a positive acknowledge tone. The announcement to a team is also possible from an inquiry. With a team announcement, it can take up to four seconds before the connection to the individual team subscribers is established. The announcement then proceeds to the team subscribers who have accepted the announcement within this period.



### Note

Announcements are automatically accepted by the called telephone by enabling the loudspeaker function, if:

- the telephone is not in use
- the announcement is set up and
- the **Do not disturb** function is disabled.

### MWI (Message Waiting Indication)

You've got new messages in your mailbox, or new e-mails waiting at your Internet service provider. As you have no prior knowledge, you must constantly check whether you do actually have new messages. With the MWI performance feature, your system receives the information about new messages from the corresponding service provider. Now you merely need query your mailbox or e-mail POB if new messages really are present. You can also send a MWI from a voicebox connected to the system, or from a system telephone set up as a reception telephone.

Display or signalling of this information can occur at terminals (analogue terminal, ISDN terminal and system telephone) supporting these performance features. MMW information from outside is conveyed transparently by the system. When an MMI is present, the Funkwerk CA 50 telephone displays an envelope symbol and a text generated in the telephone, along with the caller's phone number.

### Analogue terminals

- Switching on the MMI can only occur with receiver replaced.
- If there's a message from a voicemail system, there's a short call. Depending on the terminal, a symbol, a text generated in the telephone as well as the caller's telephone number can be displayed. If MWI information is deleted, there is no signalling.
- For the terminal, CLIP must be set up and enabled in the configuration.
- Callback to the voice mail system or reception telephone is possible; the MMI information is deleted in the process.

### ISDN terminals

- Switching on the MWI is possible at all times (also during the call).
- If there's a message from a voicemail system, there's a short call. Depending on the terminal, a symbol, a text generated in the telephone as well as the caller's telephone number can be displayed. If MWI information is deleted, there is no signalling.
- Callback to the voice mail system or reception telephone is possible; the MMI information is deleted in the process.

### System Phones

- Switching on the MWI is possible at all times (also during the call). The caller's number is entered in the caller list. Depending on the type of system telephone, e.g. external voicemail, Netbox Heute, the name and number of the caller are entered. In addition, the **Caller list** LED flashes.
- Callback to the voice mail system or reception telephone is possible; the MMI information is deleted in the process.

### Room telephone

- If a message from a voicemail system is present, a special dialling tone is heard after the receiver is picked up.

### Reception telephone

- MWI information can be switched on and off from a reception telephone to a room telephone via a telephone procedure. If MWI information is switched to a room telephone, the reception telephone number is entered into the caller list and the special dialling tone is enabled.

### Disabling the MWI announcement

- Manual disabling via reception telephone procedure.
- Call from reception telephone to room telephone. The MWI information is automatically deleted in call status.
- Callback from room telephone to reception telephone deletes the MWI information.



#### Note

This performance feature must be requested for your ISDN connection from the network operator. There, you will also be informed of available services. The information can only be displayed on the internal ISDN terminal if an external MSN has been assigned to the terminal in the configuration.

All MWI data are deleted after a system reset.

### Net Direct (Keypad)

Some time ago, you purchased the most advanced telephone of the time. Since then, however, a number of new performance features have appeared on the public network, which cannot be used by simply pressing a key. You can use the keypad function to employ your network operator's current ISDN functions by entering a key sequence from your ISDN or analogue telephone.

The keypad function allows control of service or performance features in your operator's network by entering character and numerical sequences.



**Note**

You can only use the keypad performance feature if it is supported by your network operator and has been requested for your ISDN connection. If you have set up an automatic outside line for an internal subscriber, the keypad functions cannot be directly used. First disable the **Automatic outside line** or dial the star key, then the code for manual outside line (e.g. 0) followed by keypad dialling, beginning with the star or hash key.

Keypad functions can only operate from terminals that have been assigned an external multiple subscriber number (MSN) in configuration and possess a keypad authorisation.

Your network operator's performance features are always set up for the number (MSN) sent by your terminal.

The **Advanced Settings** menu consists of the following fields:

**Fields in the Advanced Settings menu**

Field	Description
Receive System Intercom Call	<p>Select whether simplex operation calls to the system telephone shall be allowed for this authorisation class.</p> <p>The function is activated by selecting <i>Allowed</i>.</p> <p>The function is disabled by default.</p>
Receive Announcement Calls	<p>Select whether this authorisation class may receive announcements.</p> <p>The function is activated by selecting <i>Allowed</i>.</p> <p>The function is disabled by default.</p>
Receive MWI Information	<p>Select whether this authorisation class may receive information about existing messages (MWI = Message Waiting Indication).</p> <p>The function is activated by selecting <i>Allowed</i>.</p> <p>The function is disabled by default.</p>
Net Direct (Keypad)	<p>Select whether you wish to use your network operator's current ISDN functions also from older ISDN or analogue telephones by entering a key sequence.</p>

Field	Description
	The function is activated by selecting <i>Allowed</i> .  The function is disabled by default.

10.1.2.3 Applications

In the menu **Numbering -> User Settings -> Class of Services -> Applications** additional functions can be set up.

UsersClass of ServicesParallel Ringing

test

Basic SettingsFeaturesApplications

Application Authorization

System Phonebook AuthorizationYes, according to line access authorization

Music on HoldOff

Doorcom AccessAllowed

TAPIAllowed

Save call data recordsEnabled

Transmit charge informationAllowed

ApplyBack

Fig. 20: **Numbering -> User Settings -> Class of Services -> Applications**

The menu **Numbering -> User Settings -> Class of Services -> Applications** includes the following fields:

Fields in the Applications Authorisation menu


Field	Description
System Phonebook Au- thorization	Select whether this authorisation class may use entries in the system phone book and, if so, to what extent.  Possible values: <ul style="list-style-type: none"><li>• <i>Yes, according to line access authorization</i> (default value): System Phonebook entries may be used unless located beyond the configured line access authorisation.</li><li>• <i>Yes, without restrictions</i>: System Phonebook entries may be used without limitation.</li><li>• <i>No</i>: System Phonebook entries may not be used.</li></ul>

Field	Description
Music on Hold	<p>Select whether and which MoH (Music on Hold) shall be used.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Off</i> (default value): A caller on hold shall hear no music-on-hold.</li><li>• <i>&lt;MoH Wave file&gt;</i>: A caller on hold shall hear the selected Wave file as music-on-hold.</li></ul>
Doorcom Access	<p>Select whether this authorisation class may connect to the door intercom.</p> <p>The function is activated by selecting <i>Allowed</i>.</p> <p>The function is disabled by default.</p>
TAPI	<p>Select whether this authorisation class may use the system's TAPI functionalities.</p> <p>The function is activated by selecting <i>Allowed</i>.</p> <p>The function is disabled by default.</p>
Save call data records	<p>Define whether the connection data of this authorisation class shall be saved.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p>
Transmit charge information	<p>Select whether the transferred charge information shall be transmitted to terminals of this authorisation class.</p> <p>The function is activated by selecting <i>Allowed</i>.</p> <p>The function is disabled by default.</p>

10.1.3 Parallel Ringing

In the menu **Numbering** -> **User Settings** -> **Parallel Ringing** you configure whether there should be signalling to another external number in the presence of incoming calls to an internal number.

10.1.3.1 Edit/New

Choose the  icon to edit existing entries. Choose the **New** button to create other entries.

UsersClass of ServicesParallel Ringing

Basic Settings

Internal Number

External Number

New Number

Parallel Ringing

☐ Enabled

OK

Cancel

Fig. 21: Numbering -> User Settings -> Parallel Ringing -> Edit/New

The **Numbering -> User Settings -> Parallel Ringing -> Edit/New** menu includes the following fields:

Fields in the Parallel Ringing Basic Settings menu

Field	Description
Internal Number	Select the internal number for which the parallel call performance feature is to be set up.
External Number	Under <b>New Number</b> enter the external telephone number to which a call should be signalled in parallel. If a mobile and Home Number are created under <b>User -&gt; Basic Settings -&gt; External numbers</b> , these are displayed under <b>Configured Home Number</b> or <b>Configured Mobile Number</b> and can be selected.
Parallel Ringing	Select whether this parallel call entry is to be enabled.  The function is activated by selecting <i>Enabled</i> .  The function is disabled by default.

10.2 Groups & Teams

In this menu, you configure your system's teams.




### 10.2.1 Teams

In the **Numbering -> Groups & Teams -> Teams** menu, you configure your system's teams.

Teams are groups of people working together to realise an objective. In practice, this means that all people within a team can be reached under the same subscriber number for external and internal calls. In the PABX, each team of telephones/terminals can thus be assigned a specific subscriber number to guarantee accessibility to internal and external calls. Individual structures of companies can be mapped by teams. Thus departments such as Service, Sales or Development can be called from inside or outside in a selective manner via team numbers. Within a team, the call can, for example, be signalled simultaneously to all, or first to one telephone, then also to a second, etc. In one team, answering machines or voice systems can also be used.

Four team call options are assigned to each team. Switching between call options can occur manually or via one of the calendars.

Choose the  icon to edit existing entries. Select the **New** button to create a new team.

#### 10.2.1.1 General

In the menu **Numbering -> Groups & Teams -> Teams -> General** basic team conditions are configured. Among these are the team name and the internal team number.

Teams

New Group

General

Variant 1

Variant 2

Variant 3

Variant 4

Log on / Log off

Basic Settings

Description

Internal Number

Further Settings

Switch call signalling

No calendar, only manually

Active Variant (Day)

Signalling Variant 1

Permit Call Forwarding

☐ Enabled

Call Forwarding to External Numbers

☐ Through Exchange Office ☒ Through PABX

Advanced Settings

Timer

Team Speed Timer

15

Seconds

Simultaneous on no response

60

Seconds

Wrap-up Timer

0

Seconds

Apply

Back

Fig. 22: Numbering -> Groups & Teams -> Teams -> General

For internal team calls, a team number and team name can be assigned to the team in configuration. If a team number is selected, the caller sees the team name until a team subscriber accepts the call. The name of the team subscriber is then displayed.

The menu **Numbering -> Groups & Teams -> Teams -> General** includes the following fields:

Fields in the General Basic Settings menu

Field	Description
Description	Enter a description for the team.
Internal Number	Enter the internal number of the team.

Fields in the General Further Settings menu

Field	Description
Switch call signalling	Define whether the call option configured for the team shall be enabled manually over the telephone, or via the calendar. For this, calendar and switching times must first have been configured. For each team, you can configure up to four call options in the <b>Numbering -&gt; Groups &amp; Teams -&gt; Teams -&gt;</b>

Field	Description
	<p><b>New/Edit -&gt; Variant 1-4</b> menu.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>No calendar, only manually</i>: Manual switch is enabled.</li><li>• <i>&lt;Calendar&gt;</i>: Select one of the configured calendars.</li></ul>
Active Variant (Day)	Select one of the call options to be currently enabled. If a switch is set up via the calendar, this setting will be switched back again in a timely manner.
Permit Call Forwarding	<p>Define whether call forwarding may occur for the team.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p>
Call Forwarding to External Numbers	Select whether call forwarding shall occur in the system itself ( <b>Through PABX</b> ) or via an exchange (provider, <b>Through Exchange Office</b> ). Please note that for call forwarding within the system two external connections are used.

The **Advanced Settings** menu consists of the following fields:

**Fields in the Advanced Settings Timer menu**

Field	Description
Team Speed Timer	Here, enter the <b>Team Speed Timer</b> following which call forwarding after time shall be performed in the team. The default value is 15 seconds.
Simultaneous on no response	<p>With linear and rotating team calls, there is the option for all team subscribers to be simultaneously called after a defined period.</p> <p>The default value is 60 seconds.</p>
Wrap-up Timer	<p>This setting is only enabled in <b>Signalling</b> <i>Even</i>.</p> <p>For every subscriber who has ended a call, a <b>Wrap-up Timer</b> is configured, during which he receives no more calls. Calls received by the subscriber on his number rather than via the team and self-initiated calls are not included in the time calculation.</p>

Field	Description
	The default value is 60 seconds; the range 0# 999 seconds.

10.2.1.2 Variant 1-4

In the **Numbering -> Groups & Teams -> Teams-> Variant 1-4** menu, you configure the four call options of a team. You can create up to four different call options for each team. For this, assign either an internal or external number to the call option, and define how an incoming call should be signalled within the team.

Internal numbers of a team

Under **Internal Assignment** select the internal subscribers who are to belong to this team. If you wish to temporarily exclude one of the team subscribers from call signalling (e.g. a team subscriber is on holiday), you can **Log out** the subscriber. Team calls are not signalled to logged out subscribers. Every team subscriber can also control login and logout himself via a system code.

For internal team calls, a team number and team name can be assigned to the team in the configuration. If a team number is dialled, the caller sees the team name until a team subscriber accepts the call. The name of the team subscriber is then displayed. A call to a team can be simultaneous, linear, rotating, setting up or simultaneous on no response. With linear and rotating team calls, there is the option for all team subscribers to be simultaneously called after a defined period (1...99).

Teams

test (14)

General

Variant 1

Variant 2

Variant 3

Variant 4

Log on / Log off

Basic Settings

Assignment

☐ External

☒ Internal

Internal Assignment

Numbers

Add

Options

Signalling

Simultaneous

Busy on busy

☐ Enabled

Automatic Call Pick-up with

☐ Enabled

MOH Intern 1

Advanced Settings

Rerouting Functions

Rerouting on no response

None

Time until rerouting: 10 Seconds

Further Rerouting

Off

Apply

Back

Fig. 23: Numbering -> Groups & Teams -> Teams -> Variant x

The menu **Numbering -> Groups & Teams -> Teams -> Variant x** includes the following fields:

Fields in the Variant x Basic Settings menu

Field	Description
Assignment	<p>You can assign several internal numbers to each team, or an external number to each. Define whether calls for a team shall be signalled to internal or external subscribers.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li><i>External</i>: The entered external number is called.</li><li><i>Internal</i> (default value): The subscribers assigned to the selected number are called according to the defined signalling.</li></ul>
Internal Assignment	<p>Only for <b>Assignment</b> = <i>Internal</i></p> <p>Select the internal team subscribers.</p> <p>With <b>Add</b> you add more internal numbers.</p>

Field	Description
External Assignment	<p>Only for <b>Assignment</b> = <i>External</i></p> <p>Enter the number of the external subscriber.</p>
Route and Charge Assignment	<p>Only for <b>Assignment</b> = <i>External</i></p> <p>Charges for the call and assignment of an external connection occur via the selected internal subscriber.</p>

Automatic call acceptance in the team

You want a caller to be accepted already at call signalling and not to hear the ringing tone. That's no problem if you're using automatic call acceptance for team calls. In this case, the caller is automatically accepted by the system and hears an announcement or system music-on-hold. During this time, the call is signalled to the entered team subscribers. If a subscriber takes the call, the connection to the caller is established.

If a team is called, it can be defined in configuration that the call is automatically accepted, and that the caller hears an announcement or music. The target subscriber(s) are called during this time. After the receiver is picked up, the announcement or music is turned off and the subscribers are connected to each other.

Possible settings for automatic call acceptance:

- *Simultaneous*: All assigned terminals are called simultaneously. If a terminal is busy, call waiting can be used.
- *Linear*: All assigned terminals are called in the sequence of their entry in configuration. If a terminal is engaged, the next free terminal is called. The call is signalled ca. 15 seconds per subscriber. This period can be set between 1 and 99 seconds (per team) in the configuration. If subscribers are on the phone or logged out, there is not forwarding time for these.
- *Rotating*: This call is a special case of the linear call. After all terminals are called, call signalling begins again with the first entered terminal. The call is signaled until the caller replaces the receiver or the call is ended by the exchange (after ca. 2 minutes).
- *Setting up*: The terminals are called in the sequence of their entry in the subscriber list. Every terminal that has already been called is called again, until all entered terminals are called.
- *Linear, parallel on no response / Rotating, parallel on no response*: Rotating or linear is set for the team call. After defined times have run out, all team subscribers can be called in parallel (simultaneously). Example: a precondition is that the sum of forwarding times is larger than the time **simultaneous on no response**. There are 4 subscribers to a team. The forwarding time for each subscriber is 10

seconds, 40 seconds in total. The time **simultaneous on no response** is set to 38 seconds. Every subscriber will be called. If a subscriber logs out of the team or is engaged, forwarding time is only 30 seconds, after which the **simultaneous on no response** call is no longer made.

- *Even*: Even distribution corresponds to **Signalling Rotating** and insures that all team subscribers receive the same number of calls. For every subscriber who has ended a call, a **Wrap-up Timer** (0...999 seconds) is set up for the team/subscriber, during which he receives no more calls. Calls received by the subscriber on his number rather than via the team and self-initiated calls are not included in the even distribution calculation. Even distribution begins with the subscriber who hasn't received calls for the longest time, on restart with the first subscriber entered in the subscriber list. A subscriber who has logged out of the team (code number or function key) is no longer taken into account for the even distribution. After a system power failure, the existing **Even Distribution** calculation is deleted and the process begins again. If all team subscribers are in **Wrap-up Timer**, external calls are routed to the preset redirect destination; internal calls hear the busy tone. If the same time since the last call is calculated for several team subscribers, the sequence of entries in **Internal Assignment** applies.

Fields in the Variant x Options menu

Field	Description
Signalling	<p>You can call team subscribers with a broadcast call.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Simultaneous</i> (default value)</li><li>• <i>Linear</i></li><li>• <i>Rotating</i></li><li>• <i>Adding</i></li><li>• <i>Linear, simultaneous on no response</i></li><li>• <i>Rotating, simultaneous on no response</i></li><li>• <i>Even</i></li></ul>
Busy on busy	<p>Select whether the performance feature Busy on Busy shall be enabled for this call option.</p> <p>If a team subscriber is currently engaged, you can decide whether additional calls for this team should be signalled. If "Busy on Busy" is set for a team, other callers are signalled as <b>Engaged</b>.</p> <p>The function is activated by selecting <i>Enabled</i>.</p>

Field	Description
	The function is disabled by default.
Automatic Call Pick-up with	<p>Select whether an incoming call should be automatically accepted, and the caller hear the desired music-on-hold or announcement. Signalling of the call to the team proceeds. The caller bears the costs for the existing connection.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p> <p>Also select the desired music-on-hold or announcement.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>&lt;File_x&gt;</i></li><li>• <i>MOH Internal 1</i></li><li>• <i>MOH Internal 2</i></li><li>• <i>MoH Wave 1 to 8</i></li></ul>

The **Advanced Settings** menu consists of the following fields:

**Fields in the Advanced Settings Rerouting Functions menu**

Field	Description
Rerouting on no response	<p>Select whether and, if so, to which team an incoming call should be redirected on no response.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>None</i></li><li>• <i>&lt;Team&gt;</i></li></ul> <p>Also enter the time after which the call should be redirected.</p>
Further Rerouting	<p>Select whether and, if so, to which redirect option an incoming call shall be switched.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Off</i>: No other redirect options are used.</li><li>• <i>Immediately</i>: The incoming call is immediately rerouted to the redirect function selected in <b>Immediately</b>.</li></ul>



Field	Description
	<ul style="list-style-type: none"><li><i>On Busy</i>: The incoming call is immediately rerouted to the redirect function selected in <b>On Engaged</b>.</li></ul>
Immediately	<p>Only for <b>Further Rerouting</b> = <i>Immediately</i></p> <p>Select the redirect function for immediate redirect. You can configure redirect functions in <b>Call Routing -&gt; Incoming Services -&gt; Rerouting Functions</b>.</p>
On Busy	<p>Only for <b>Other redirect functions</b> = <i>On engaged</i></p> <p>Select the redirect function for redirect on engaged. You can configure redirect functions in <b>Call Routing -&gt; Incoming Services -&gt; Rerouting Functions</b>.</p>
Busy starting with	Select from which number of subscribers the team is considered engaged.

10.2.1.3 Log on / Log off

In the menu **Numbering-> Groups & Teams -> Teams -> Log on / Log off** the individual team members are logged in/out.



Fig. 24: Numbering -> Groups & Teams -> Teams -> Log on / Log off

The menu **Numbering -> Groups & Teams -> Teams -> Log on / Log off** includes the following fields:

Fields in the Log on / Log off Basic Settings menu

Field	Description
Numbers	Indicates the internal number of assigned team members.
Status	Select whether the team member is logged into the team.

Field	Description
	The team member is logged in by selecting <i>Logged in</i> .

### 10.3 Call Distribution


In this menu, you configure internal forwarding of all incoming calls.

#### 10.3.1 Incoming Distribution

In the menu **Numbering -> Call Distribution -> Incoming Distribution** you configure the assignment of incoming calls to the desired internal numbers.

Under call assignment, you assign numbers entered under External Numbers to the teams or an internal number.

##### 10.3.1.1 Edit

Choose the  icon to edit existing entries.

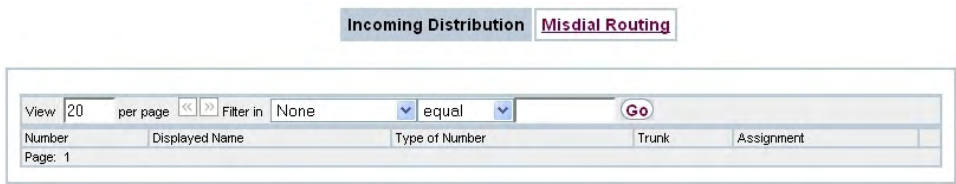


Fig. 25: **Numbering -> Call Distribution -> Incoming Distribution -> Edit/New**

The **Numbering -> Call Distribution -> Incoming Distribution -> Edit/New** menu includes the following fields:

##### Fields in the Incoming Distribution Basic Settings menu

Field	Description
Trunk	Select the configured external connection for which call assignment is to be made.
Assignment	<p>Select the internal number or the desired function to which incoming calls shall be assigned via the line selected in <b>Trunk</b>.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li><i>Internal Number</i> (default value): The internal team number is selected for assignment to a team.</li></ul>

Field	Description
	<ul style="list-style-type: none"><li>• <i>Call Through</i></li><li>• <i>Immediate Rerouting</i></li><li>• <i>Phone Remote Access</i></li><li>• <i>ISDN Login</i></li><li>• <i>Service Login</i></li><li>• <i>Mini Call Center</i></li></ul>

Fields in the Incoming Distribution Settings internal number and redirect

Field	Description
Internal Number	<p>Only for <b>Assignment</b> = <i>Internal Number</i></p> <p>Select the internal number to which incoming calls shall be assigned via the line selected in <b>External Connection</b>.</p>

Fields in the Incoming Distribution Call Through settings menu

Field	Description
Authorization	<p>Only for <b>Assignment</b> = <i>Call Through</i></p> <p>Define the authorisation for which the Call Through function shall be released.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Number screening</i>: Dialling release occurs after matching the entered number with the entry in the system phone book or with the user's call number entries (<b>Mobile Number</b> and <b>Home Number</b>) .</li><li>• <i>Number screening and PIN</i>: Dialling release occurs after matching the entered number with the entry in the system phone book or with the user's call number entries (<b>Mobile Number</b> and <b>Home Number</b>) AND PIN entry.</li><li>• <i>PIN</i>: Dialling release occurs after PIN entry.</li><li>• <i>Number screening or PIN</i>: Dialling release occurs after matching the entered number with the entry in the system phone book or with the user's call number entries (<b>Mobile Number</b> and <b>Home Number</b>) OR PIN entry.</li></ul>
PIN (6 Digit Numeric)	<p>Only for <b>Authorization</b> = <i>Number screening and PIN, PIN, Number screening or PIN</i></p>

Field	Description
	The system checks the caller's authorisation for Call Through, then activates a simulated external dialling tone for the call. Authorisation is granted if the caller has entered the correct 6-digit PIN.
Use settings from internal number	Select the internal subscriber via which Call Through is to occur. One of the system's telephone numbers is defined in the configuration for Call Through. An external caller using this telephone number first hears the system's attention tone.

Fields in the Incoming Distribution Internal Number and Rerouting Settings

Field	Description
Immediate Rerouting Variant 1	Only for <b>Assignment</b> = <i>Immediate Rerouting</i>  Immediately select a configured redirect option for redirect.

The **Advanced Settings** menu consists of the following fields:

Fields in the Incoming Distribution Advanced settings for Immediate Rerouting

Field	Description
Switch Rerouting	Only for <b>Assignment</b> = <i>Immediate Rerouting</i>  Select whether the redirect options shall be switched via a configured calendar and, if so, over which. Redirect options are created in the <b>Call Routing -&gt; Incoming Services -&gt; Rerouting Functions</b> menu.  Possible values: <ul style="list-style-type: none"><li>• <i>No calendar, only manually</i></li><li>• <i>&lt;Calendar&gt;</i></li></ul>
Active Variant	Select which redirect option shall be enabled by default after configuration for this line.
Immediate Rerouting Variant 2	Only for <b>Assignment</b> = <i>Immediate Rerouting</i> : When enabled, this option is always active, i.e. all calls are immediately forwarded to the new destination.  Select another configured redirect option for immediate redirect if the enabled option cannot be accessed.

Field	Description
Immediate Rerouting Variant 3	Only for <b>Assignment</b> = <i>Immediate Rerouting</i>  Select an another configured redirect option for immediate re-direct if the enabled option and option 2 cannot be accessed.
Immediate Rerouting Variant 4	Only for <b>Assignment</b> = <i>Immediate Rerouting</i>  Select an another configured redirect option for immediate re-direct if the enabled option, option 2 and option 3 cannot be accessed.

10.3.2 Misdial Routing

In the menu **Numbering -> Call Distribution -> Misdial Routing** for every external connection, you define the subscriber or the team to which the call shall go in case of wrong dialling.

10.3.2.1 Edit


Choose the  icon to edit existing entries.



Fig. 26: **Numbering -> Call Distribution -> Misdial Routing -> Edit**

The **Numbering -> Call Distribution -> Misdial Routing -> Edit** menu includes the following fields:

Fields in the Misdial Routing Basic Settings menu

Field	Description
Trunk	Displays the external connection for which redirect for wrong dialling is configured.
Rerouting to Number	For each external connection, select how an incoming call with a wrong or incomplete number/dialin shall be redirected.  Possible values:

Field	Description
	<ul style="list-style-type: none"><li>• <i>None</i>: No redirect here, the caller gets a busy tone.</li><li>• <i>Global Settings</i>: Redirect occurs as entered under <b>System Management -&gt; Global Settings -&gt; System -&gt; Rerouting to Number</b> .</li><li>• <i>&lt;Internal number of a user or team&gt;</i></li></ul>

## 10.4 Terminal Assignment

In this menu, you perform assignment of configured internal numbers to the terminals and set additional functions according to terminal type.

### 10.4.1 System Phone

In the menu **Numbering -> Terminal Assignment -> System Phone** you assign the configured internal numbers to the connected system telephones and can configure system telephone functions.


Connected system telephones are automatically detected and listed, but can also be manually configured before connecting.

The basic configuration is similar for all telephones. There are differences in the scope of service and configuration of several performance features (depending on telephone type). If you can't use performance features with the selected telephones, these aren't offered for configuration. After reading out the data, only the available performance features on the basis of the detected firmware version are offered for configuration.

Depending on the type, you can connect the system telephone to the internal ISDN, S0, UP0 or Ethernet system connection. The system telephone offers typical system performance features in connection with the system. For example:

- Dialling from the system phone book
- Announcement and simplex operation with other system telephones on the system
- Function keys for control of system performance features (enable call options, login/logout in teams, line keys, connection keys). The status of defined performance features can be indicated via LED assigned to individual function keys.
- Access to system menu of the system. In this menu, additional functions are offered by the system.

The internal S0, UP0 connections and ETH connections of the system are the system interfaces for the system telephones.

Choose the  icon to edit existing entries. Select the **New** button to set up a new system telephone.



**Note**

Configuration modifications are only transmitted to the system telephones 30 seconds after confirming the modification with the **Apply** button.

10.4.1.1 General

In the menu **Numbering -> Terminal Assignment -> System Phone-> General** you perform the basic settings of your system telephone.

System PhoneVoIPISDNAnalogueOverview

Phone: , Type: M42IP

GeneralSettingsKeysDevice Info

Basic Settings

Description

Phone Type

ISDN / UpnIP

M42IP

Location

Any Location

Serial Number

Number Settings

Internal Numbers

MSN	Number / User
1	No free Extension Available
2	No free Extension Available
3	No free Extension Available

Advanced Settings

Codec Settings

Codec Profile

System Default

Further Settings

Emergency Phone

☐Enabled

Apply

Back

Fig. 27: **Numbering -> Terminal Assignment -> System Phone -> General**

Phone Type

Various types of telephones can be configured.

iFlash-3, iFlash-6

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If the system telephones are first configured in the system with type and serial number, the system detects the system telephone after hook up to the connection. Then the configuration created for this system telephone is transmitted by the system to the system telephone.

If the system telephone is removed, the system detects this and identifies the entry into the system with a red arrow. If another system telephone of the same type is subsequently connected, the system detects this and assigns the detected system telephone the corresponding configuration. The system telephone thus receives the same configuration as its predecessor, despite a different serial number. Only the first MSN must be identically entered in the system telephone and the system.

The menu **Numbering -> Terminal Assignment -> System Phone -> General** includes the following fields:

**Fields in the System Phone Basic Settings menu**

Field	Description
Description	To clearly identify the telephone in the system, enter a description for the telephone.
Phone Type	<p>Displays the type of the connected telephone. If the interface is configured, the system automatically reads out the type. The field can then no longer be edited if a telephone is connected.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>ISDN/Upn</i></li><li>• <i>IP</i></li></ul> <p>For <b>Phone Type</b> = <i>ISDN/UPN</i> : Displays the system telephone product designation.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>M42</i></li><li>• <i>M42S</i></li><li>• <i>M47</i></li><li>• <i>M47</i></li></ul> <p>For<b>Phone Type</b> = <i>IP</i> : Displays the system telephone product designation.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>M42IP</i></li></ul>



Field	Description
	<ul style="list-style-type: none"><li>• <i>M47IP</i></li></ul>
Location	<p>This setting has to be made by the administrator.</p> <p>Only for <b>Phone Type</b> = <i>IP</i></p> <p>Select the location of the telephone. Locations are defined in the <b>VoIP</b> -&gt; <b>Settings</b> -&gt; <b>Locations</b> menu.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>All locations</i></li><li>• <i>&lt;Location&gt;</i></li></ul>
Interface	<p>Only for <b>Phone Type</b> = <i>ISDN/Upn</i></p> <p>Displays the interface to which the terminal is connected. If the interface is configured, the system automatically reads out the type. The field can then no longer be edited if a telephone is connected.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>None</i></li><li>• <i>&lt;interface designation&gt;</i></li></ul>
Serial Number	<p>Displays the serial number of the device. If the interface is configured, the system automatically reads out the serial number. This field cannot be subsequently edited.</p>

Fields in the System Phone Number Settings

Field	Description
Internal Numbers	<p>Select the internal number for this terminal You can assign internal numbers for 10 MSN's. By default, up to 3 MSN's can be assigned for system telephones Up to 3 MSN's are available for terminals of the M42XX <b>aphona</b> series Up to 10 MSN's are available for terminals of the M47XX <b>aphona</b> series</p> <p>Please note that for proper operation of the telephone, at least the first MSN must be entered identically in the system.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>No free line available:</i> All configured internal num-</li></ul>

Field	Description
	<p>bers are already in use. First configure another user with additional numbers.</p> <ul style="list-style-type: none"><li>• <i>No number selected</i>: No internal number shall be assigned to this MSN.</li><li>• <i>&lt;Internal number&gt;</i>: Select one of the existing numbers of the configured users.</li></ul>

Key extensions

The M47 Plus key extension (available for **aphona** M47XX series telephones) features 20 keys with LED's usable as function keys on two levels. The LED's are assigned to the first key level. Two other LED's are available to display additional information. You can connect up to 3 key extensions in sequence (cascading) to your telephone. A plug power supply unit must be used from the second key extension on.

Fields in the System Phone Extensions menu

Field	Description
Key Extension Module 1-3	<p>Displays whether you're operating the system telephone with a key extension module.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Not available</i></li><li>• <i>T400</i></li></ul>

The **Advanced Settings** menu consists of the following fields:

Fields in the Advanced Settings Codec Settings menu

Field	Description
Codec Profile	<p>This setting has to be made by the administrator. Select the codec profile to be used if the connection is over a VoIP line. Configure codec profiles in the <b>VoIP -&gt; Settings -&gt; Codec Profiles</b> menu.</p>

Fields in the Advanced Settings Further Settings menu

Field	Description
Emergency Phone	<p>The system telephones of your system can be set up as emergency telephones You can only use this function if your system features external ISDN connections. You can then immediately</p>

Field	Description
	<p>begin dialling externally, whether the external ISDN connection is free or not. If the external connections are already in use, the B channel of a connection is freed up and the subscribers calling on this B channel hear the busy tone. If an emergency call is already being made, it is not interrupted. You can use this performance feature regardless of the performance feature priority for emergency calls.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p>

10.4.1.2 Settings

In the menu **Numbering -> Terminal Assignment -> System Phone -> Settings** you can enable the specific performance features and functions for this system telephone .

System PhoneVoIPISDNAnalogueOverview

Phone: , Type: M42IP

GeneralSettingsKeysDevice Info

Basic Settings

Headset Support

☐ Enabled

Call Waiting

☐ Enabled

Internal Calls

☐ Repeat Call Waiting Signal

Advanced Settings

Status LED

Caller List

Conversation Display

Number and Charge or Duration

Default Signalling during Calls

☒DTMF☐Keypad

Automatic Call Pick-up

☐Immediately☒After 5 seconds☐After 10 seconds

Mute after hands-free Calling

☐ Enabled

Receiving UUS

Internal and External

Apply

Back

Fig. 28: **Numbering -> Terminal Assignment -> System Phone -> Settings**

The menu **Numbering -> Terminal Assignment -> System Phone -> Settings** includes the following fields:

**Fields in the Settings Basic Settings menu**

Field	Description
Headset Support	Select whether the telephone shall support a headset.
Call Waiting	<p>Select whether another call shall be supported for this telephone through call waiting or a display notification.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p> <p>If <b>Call Waiting</b> is enabled, select for which calls you wish to allow call waiting.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Internal calls</i></li><li>• <i>External calls</i></li><li>• <i>Internal and external calls</i></li></ul> <p>Under <b>Repeat call waiting signal</b> also decide whether the call waiting tone or the display notification should only be signalled once, or repeated for the call duration.</p>
Do not Disturb (DND)	<p>Only for telephones of the <b>aphona</b> M47XX series</p> <p>Select whether you wish to use the call protection (do not disturb) performance feature.</p> <p>With this performance feature, you can enable call signalling to your terminal.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>First Number Only</i>: Call protection applies only to the first configured MSN.</li><li>• <i>All Numbers</i>: Call protection applies to all configured MSN's.</li></ul> <p>Also select whether incoming calls shall be signalled:</p> <ul style="list-style-type: none"><li>• <i>Off</i>: Calls are signalled.</li><li>• <i>On</i>: Calls are not signalled.</li><li>• <i>Acknowledgement Tone only</i>: An attention tone is heard once for a call.</li></ul>

The **Advanced Settings** menu consists of the following fields:

**Fields in the Advanced Settings menu**

Field	Description
Status LED	<p>Select whether and, if so, which events should be signalled by the system telephone status LED.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Off</i>: The status LED function is not used.</li><li>• <i>Caller List</i>: The status LED signals calls and new messages.</li><li>• <i>Messages only</i>: The status LED only signals new messages (MWI).</li></ul>
Directory Softkey	<p>Only for telephones of the <b>aphona</b> M47XX series</p> <p>Select whether calls shall be made with the softkey entries from the system phone book( <i>PBX System</i>) or from the telephone phone book ( <i>Local Access</i>).</p>
Conversation Display	<p>Select which information shall be indicated in the system telephone display during a call.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Number and Charge or Duration</i></li><li>• <i>Number and Charge</i></li><li>• <i>Number and Duration</i></li><li>• <i>Number and Time</i></li><li>• <i>Number only</i></li><li>• <i>Date and Time only</i></li></ul>
Default Signalling during Calls	<p>Select whether DTMF signals or keypad functions shall be transmitted into the system in call status. You can use special functions during a call by entering character and numerical sequences. These entries must be made as keypad or MFV sequences, depending on the function to be used. You can define whether MFV or keypad functions are possible in the basic setting during a call.</p> <p>Possible values:</p>

Field	Description
	<ul style="list-style-type: none"><li>• <i>DTMF</i> (default value)</li><li>• <i>Keypad</i></li></ul>
Automatic Call Pick-up	<p>Select the period after which calls to this system telephone should be automatically accepted without you having to pick up the receiver or press the loudspeaker key.</p> <p><i>Please note that to be able to use this function at least one telephone key must be assigned to automatic call acceptance.</i></p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Immediately</i></li><li>• <i>After 5 seconds</i></li><li>• <i>After 10 seconds</i></li></ul>
Mute after hands-free Calling	<p>You can dial the number of a subscriber without picking up the receiver (e.g. hands-free). Here, you have the choice of whether the built-in microphone shall be switched on immediately or only after pressing of the corresponding softkey. If the microphone is turned off during dialling, the corresponding softkey must be pressed, even if the connection is already active.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p>
Receiving UUS	<p>Select whether performance feature UUS (User to User Signalling) can be used for this telephone. With this performance feature, you can receive short text messages from other telephones. In this way, you can send written information within the system, e.g. <i>Meeting at 9:30 AM</i> or <i>Will be on holiday on Monday</i>.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Off, UUS are blocked</i>: The USS performance feature is not used.</li><li>• <i>Internal only</i>: Text messages can only be received internally.</li><li>• <i>External only</i>: Text messages can only be received externally.</li></ul>

Field	Description
	<ul style="list-style-type: none"><li><i>Internal and External</i> (default value): Text messages can be received internally and externally.</li></ul>

10.4.1.3 Keys / M47 Plus

In the menu **Numbering -> Terminal Assignment -> System Phone -> Keys** configuration of your system telephone's keys is displayed.

Your telephone features several function keys to which you can assign various functions on two levels The functions that can be programmed on the keys vary from telephone to telephone.

Every function key with automatic LED functions (e.g. connection keys, line keys) can only be programmed once per system (telephone and key extensions).

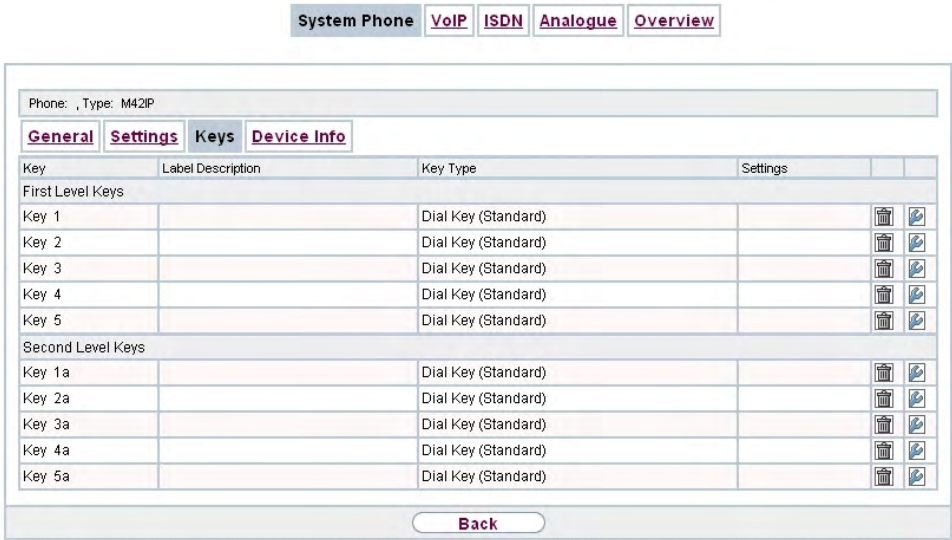



Fig. 29: Numbering -> Terminal Assignment -> System Phone -> Keys

Values in the Keys list

Field	Description
Key	Displays the name of the key.
Label Description	Displays the text which you have entered for the labelling page. The text contains the configured key name

Field	Description
Key Type	Displays the key type.
Settings	Displays the additional settings with a summary

Edit

Choose the  icon to edit existing entries. In the pop-up menu, you configure the functions of your system telephone keys.

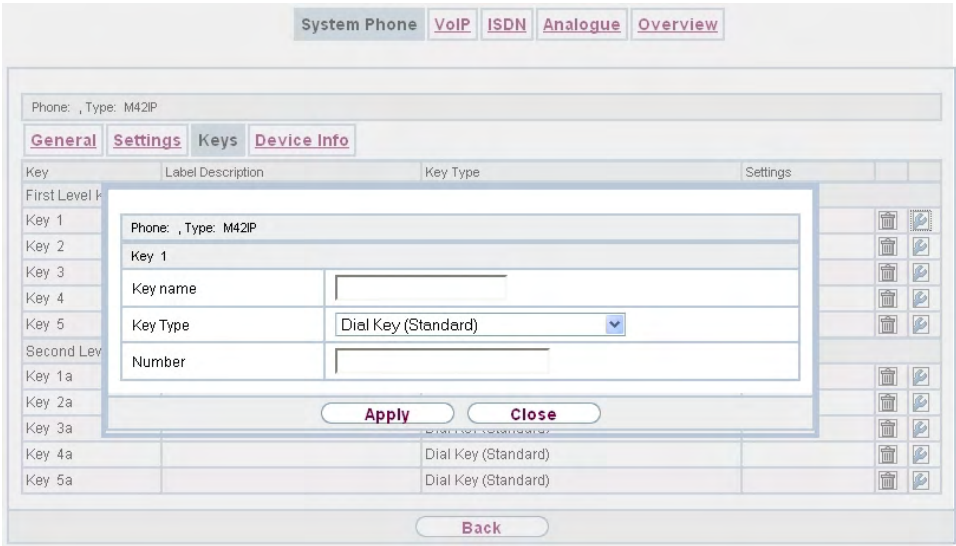


Fig. 30: Numbering -> Terminal Assignment -> System Phone -> Keys -> Edit

You can use the following functions with system telephones:

- *Dial Key (Standard)*: You can store a call number on every function key.
- *Dial Key (DTMF)*: You can store a MFV sequence on every function key.
- *Dial Key (Keypad Sequence)*: You can store a keypad sequence on every function key.
- *Extension Key (User)*: Under a connection key, you can set up dialling to an internal subscriber. After pressing the corresponding key, hands-free is activated and the entered internal subscriber is dialled. If a call is signalled for the entered internal subscriber, you can pick it up by pressing this connection key.
- *Extension Key (Team)*: Under a connection key, you can set up dialling to a team. After pressing the corresponding key, hands-free is activated and the entered team is called according to its enabled call option. If a call is signalled for the entered team, you can pick it up by pressing this connection key.



- *Trunk Line*: an ISDN connection or a VoIP provider is set up under a line key. If this key is pressed, automatic hands-free is enabled and the corresponding ISDN connection is assigned. You then hear the external dial tone. If an external call is signalled on another internal telephone, you can pick it up by pressing this line key.
- *Login / Logout, Team*: If you're entered as a subscriber in the call options of one or more teams, you can set up a key to control your telephone's call signalling. If you're logged in, team calls are signalled to your telephone. If you're logged out, no team calls are signalled.

Log on / Log off from a team via a configured function key is possible for telephone-entered numbers (**MSN-1... MSN-9**). Before entering the team number, you must therefore dial the index of the telephone's number (MSN) entered in the corresponding team call option.

- *System Call (Announcement)*: You can set up a connection to another telephone to which several telephones are assigned without this connection having to be actively accepted. As soon as the telephone has accepted the announcement, the connection is established and the announcement key LED is enabled. The announcement can be ended by renewed pressing of the announcement key or by pressing the loudspeaker key. The LED switches off again at conclusion of the announcement.
- *System Call (Announcement enable)*: If the "do not disturb" function is enabled on your telephone, no announcements can be made to your telephone. You can also selectively deny or allow announcements using a function key.
- *System Call (Intercom)*: You can set up a key in such a way that a connection to the specified telephone is established without this connection having to be actively accepted.
- *System Call (Intercom enable)*: You can set up a key in such a way that the simplex operation function is allowed or denied.
- *Boss Key / Secretary Key*: You can set up a key as a special connection key. The Boss telephone and Secretary telephone properties are saved in both telephones with these keys.
- *Diversion Secretary*: You can set up a key in such a way that incoming calls to the Boss telephone are automatically routed to the Secretary telephone.
- *Call Forwarding (CFNR)*: You can set up a key for delayed call forwarding for a specific number (MSN) of your phone. Pressing the key when the phone is not in use turns call forwarding on and off. Call forwarding configuration over a programmed key is only possible for numbers 1 to 9 (MSN-1...MSN-9) of the phone. To use call forwarding, you must at least have configured one number.
- *Call Forwarding (CFU)*: You can configure a key for immediate call forwarding for a specific number (MSN) of your phone. Pressing the key when the phone is not in use turns call forwarding on and off. Call forwarding configuration over a programmed key is only possible for numbers 1 to 9 (MSN-1...MSN-9) of the phone. To use call forwarding,

you must at least have configured one number.

- *Call Forwarding (CFB)*: You can configure a key for call forwarding on busy for a specific number (MSN) of your phone. Pressing the key when the phone is not in use turns call forwarding on and off. Call forwarding configuration over a programmed key is only possible for numbers 1 to 9 (MSN-1...MSN-9) of the phone. To use call forwarding, you must at least have configured one number.
- *Macro Function*: You can configure a key so that by pressing it a saved macro is executed.

The macro function can only be programmed at the phone.

- *Headset Control*: If you've connected and configured a headset to your telephone over a separate headset socket, operation of the headset occurs over a function key. Press the headset key to initiate or accept calls. If you already have an active connection over the headset, you can end the call by pressing the headset key.
- *Automatic call Pick-up*: Your telephone can automatically accept calls without your needing to pick up the receiver or press the loudspeaker key. Automatic call acceptance is turned on and off via a configured function key. You can configure a separate function key for each number ("MSN-1..."MSN-9"), or a function key for all numbers. The period after which calls are automatically accepted is configured once for all numbers of the telephone.
- *Trunk Group Access*: Several external ISDN or IP connections to bundles can be grouped in the system. With a bundle key, you can save these connections on a function key. If this key is pressed, automatic hands-free is enabled and a free B channel of the corresponding bundle is assigned. You then hear the external dial tone
- *Connection Key*: In addition to the softkeys "Connection 1..", function keys can be configured on the system telephone or the extension for operation while brokering.
- *Hotel Room*: You can assign a key in such a way that when pressed, the guest is checked in or out (first level), or the selected hotel room phone is called (second level).
- *System Parking*: The called subscriber goes to inquiry and dials a code. The telephone is now freed for other operations, e.g. announcements. Another subscriber can accept the call if he picks up the receiver and dials the corresponding code number for the call on hold. The codes defined by the PABX can also be entered into the function keys of one or more system telephones. If a call goes to open inquiry by pressing the function key, this is indicated by flashing LED's on the function keys of the system telephones set up for the purpose. The call is accepted by pressing the corresponding function key. This performance feature is only possible if only one call is on hold.
- *Agent wrap-up time*: You can configure a key so that when it is pressed, an agent's post-processing time is switched on or off at a team call centre (first level), or extended (second level).
- *Night Mode*: You can configure a key so that by pressing it night operation is switched on or off.



**Note**

To manually switch night operation off again, for the authorisation class **Allow manual trunk group selection** must be enabled.

The menu **Numbering -> Terminal Assignment -> System Phone -> Keys -> Edit** includes the following fields:

**Fields in the Keys Phone Type: x menu**

Field	Description
Key name	Enter a name for the key to be used as text for the corresponding key when the ID labels are printed.
Key Type	<p>Depending on the model, the telephones feature from five to seven keys to which functions may be assigned over two levels. You access the second level of function keys by pressing the key twice. This must occur in quick succession. With the optional <b>aphona</b> key extension, you have access to additional twice-assignable function keys.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Dial Key (Standard)</i></li><li>• <i>Dial Key (DTMF)</i></li><li>• <i>Dial Key (keypad)</i></li><li>• <i>Extension Key (User)</i></li><li>• <i>Extension Key (Team)</i></li><li>• <i>Trunk Line</i></li><li>• <i>Login / Logout, Team</i></li><li>• <i>System Call (Announcement)</i></li><li>• <i>System Call (Announcement enable)</i></li><li>• <i>System Call (Intercom)</i></li><li>• <i>System Call (Intercom enable)</i></li><li>• <i>Boss Key</i></li><li>• <i>Secretary Key</i></li><li>• <i>Diversion secretariat</i></li><li>• <i>Call Forwarding (CFNR)</i></li><li>• <i>Call Forwarding (CFU)</i></li></ul>

Field	Description
	<ul style="list-style-type: none"><li>• <i>Call Forwarding (CFB)</i></li><li>• <i>Macro Function</i></li><li>• <i>Headset Control</i></li><li>• <i>Automatic Call Pick-up</i></li><li>• <i>Trunk Group Access</i></li><li>• <i>Connection Key</i></li><li>• <i>Hotel Room</i></li><li>• <i>System Parking</i></li><li>• <i>Agent wrap-up Time</i></li><li>• <i>Night Mode</i></li></ul>
Number	<p>Only for <b>Key Type</b> = <i>Dial Key (Standard)</i>, <i>Dial Key (DTMF)</i> and <i>Dial Key (Keypad)</i></p> <p>You can save a number, an MFV sequence or a keypad sequence on every function key. Enter the call number or the code for the MFV/keypad sequence.</p>
Internal Number	<p>For <b>Key Type</b> = <i>Extension Key (User)</i></p> <p>Select the internal number of a user to be called when this key is pressed.</p> <p>For <b>Key Type</b> = <i>Login / Logout, Team</i></p> <p>Select the internal number of a team to be logged into or out of when this key is pressed.</p> <p>For <b>Key Type</b> = <i>System Call (Announcement)</i></p> <p>Select the internal number of a user on whose telephone an announcement shall be made.</p> <p>For <b>Key Type</b> = <i>System Call (Intercom)</i></p> <p>Select the internal number of a user with which you wish to conduct simplex operations.</p> <p>For <b>Key types</b> = <i>Call Forwarding (CFNR)</i>, <i>Call Forwarding (CFU)</i>, <i>Call Forwarding (CFB)</i></p> <p>Select the internal number of a telephone MSN from which the</p>

Field	Description
	<p>indicated destination number can be forwarded</p> <p>For <b>Key Type</b> = <i>Automatic Call Pick-up</i></p> <p>Select the internal number of this telephone, on which incoming calls shall be automatically accepted.</p> <p>For <b>Key Type</b> = <i>Hotel Room</i></p> <p>Select the internal number of a hotel guest.</p> <p>For <b>Key Type</b> = <i>Agent wrap-up Time</i></p> <p>Select the internal number of a user whose post-processing time shall be modified at regular intervals when this key is pressed.</p>
Automatic Call Pick-up	<p>For <b>Key Type</b> = <i>Automatic Call Pick-up</i></p> <p>Select when a call shall be automatically accepted by the entered internal subscriber.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Immediately</i>: The call is immediately automatically accepted.</li><li>• <i>After 5 seconds</i>: The call is automatically accepted after 5 seconds.</li><li>• <i>After 10 seconds</i>: The call is automatically accepted after 10 seconds.</li></ul>
Team	<p>For <b>Key Type</b> = <i>Extension Key (Team)</i> Select the internal number of a team to be called when this key is pressed.</p> <p>For <b>Key Type</b> = <i>Login / Logout, Team</i> Select the internal number of a team for which login/logout should occur when this key is pressed.</p>
Trunk Line	<p>Only for <b>Key Type</b> = <i>Trunk Line</i> Select the external connection over which an external call shall be set up when this key is pressed..</p>
Number of Secretary Phone	<p>Only for <b>Key Type</b> = <i>Boss Key</i> Select the internal number of the secretary telephone. The secretary telephone is called when this key is pressed.</p>

Field	Description
Number of Boss Phone	Only for <b>Key Type</b> = <i>Secretary Key</i> Select the internal number of the Boss telephone. The Boss telephone is called when this key is pressed.
Target Number „On no reply“	Only for <b>Key Type</b> = <i>Call forwarding (CFNR)</i> Enter the number to which forwarding shall immediately occur in case of call forwarding.
Target Number „Immediate“	Only for <b>Key Type</b> = <i>Call forwarding (CFU)</i> Enter the number to which forwarding shall occur in case of forwarding on busy.
Target Number „On busy“	Only for <b>Key Type</b> = <i>Call forwarding (CFB)</i> Enter the number to which forwarding shall occur in case of forwarding on no-reply.
Waiting Queue	Only for <b>Key Type</b> = <i>System Parking</i> Select the queue in which the current call should be held.

10.4.1.4 Device Info

In the menu **Numbering** -> **Terminal Assignment** -> **System Phone** -> **Device Info** system data read out of the system telephone are displayed.

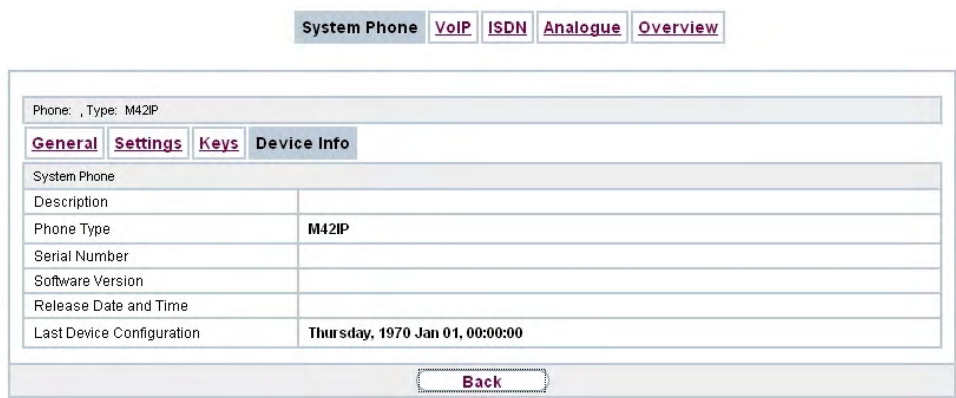


Fig. 31: **Numbering** -> **Terminal Assignment** -> **System Phone** -> **Device Info**

Meaning of the list entries

Description	Meaning
Description	Displays the entered description of the telephone.

Description	Meaning
Phone Type	Displays the type of telephone.
Serial Number	Displays the serial number of the telephone.
Software Version	Displays the current version of the telephone software.
Release Date and Time	Displays the date and time of the telephone software version.
Last Device Configuration	Displays the date and time of the last telephone configuration.
Answering Machine	Displays whether an answering machine module is inserted in the telephone (Yes) or not (No).


Meaning of the key extension

Description	Meaning
Module x: Type / Serial Number	Displays the type and serial number of the connected key extension.
Module x: Software Version	Displays the current software version of the connected key extension.

10.4.2 VoIP

In the menu **Numbering** -> **Terminal Assignment** -> **VoIP** you configure the connected VoIP terminals. For example, you perform assignment of a configured internal number.

10.4.2.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to add VoIP terminals.

System Phone

VoIP

ISDN

Analogue

Overview

Basic Settings

Description

Location

Any Location

Number Settings

Internal Numbers

Internal Number

Add

Advanced Settings

Further Settings

Multiple SIP Connections (Sub-Exchange)

☐ Enabled

Codec Settings

Codec Profile

System Default

IP Address Mode

☐ Static

☒ Dynamic

OK

Cancel

Fig. 32: Numbering -> Terminal Assignment -> VoIP -> Edit/New

The menu **Numbering -> Terminal Assignment -> VoIP -> Edit/New** includes the following fields:

Fields in the VoIP Basic Settings menu

Field	Description
Description	Enter a description for the IP telephone.
Location	Select the location of the telephone. Locations are defined in the <b>VoIP -&gt; Settings -&gt; Locations</b> menu.  Possible values: <ul style="list-style-type: none"><li>• <i>All Location</i></li><li>• <i>&lt;Location&gt;</i></li></ul>

Fields in the VoIP Number settings menu

Field	Description
Internal Numbers	Select the internal number for this terminal You can define several internal numbers.  Possible values: <ul style="list-style-type: none"><li>• <i>No free line available</i>: All configured internal numbers are already in use. First configure another user with ad-</li></ul>



Field	Description
	<p>ditional numbers.</p> <ul style="list-style-type: none"><li>• <i>&lt;Internal number&gt;</i>: Select one of the existing numbers of the configured users.</li></ul>

The **Advanced Settings** menu consists of the following fields:

**Fields in the Advanced settings Further settings menu**

Field	Description
Multiple SIP Connections (Sub-Exchange)	<p>Select whether multilinks shall be allowed from this terminals.</p> <p>Operation as subsystem: only in case of connection of a subsystem to a system. Here, with a disabled performance feature, only a connection via the subscriber SIP registration is possible. If a second call comes in, it is accepted and the existing call is held. With an enabled performance feature, several SIP connections are possible over the same login. If the performance feature is enabled for as system without subsystem, two simultaneous calls on the phone are not connected to each other after the receiver is replaced but released, for example. Here, the performance feature should not be set.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p>

**Fields in the Advanced Settings Codec Settings menu**


Field	Description
Codec Profile	Select the codec profile to be used if the connection is over a VoIP line. Configure codec profiles in the <b>VoIP -&gt; Settings -&gt; Codec profiles</b> menu.
IP Address Mode	<p>Select whether your device should perform a login ( <i>Dynamic</i> ) or no login shall be required ( <i>Static</i> ).</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Dynamic</i>(default value): Your device must log in.</li><li>• <i>Static</i>: You enter a static IP address for which no login is required.</li></ul>
Local Phone IP Address	Only if <b>IP Address Mode</b> = <i>Static</i>

Field	Description
	Enter the static local IP address of the telephone.
Port Number	<p>Only if <b>IP Address Mode</b> = <i>Static</i></p> <p>Enter the number of the port to be used for connection.</p> <p>A 5 digit sequence is possible. For example, the port <i>5065</i> must be entered for connection to a Microsoft Exchange Communication Server.</p>
Transport Protocol	<p>Only if <b>IP Address Mode</b> = <i>Static</i></p> <p>Select the transport protocol for the connection.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>UDP</i> (default value)</li><li>• <i>TCP</i></li></ul> <p>For example, the protocol <i>TCP</i> must be entered for connection to a Microsoft Exchange Communication Server.</p>

10.4.3 ISDN

In the menu **Numbering** -> **Terminal Assignment** -> **ISDN** you configure the connected ISDN terminals. For example, you perform assignment of a configured internal number.

10.4.3.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to add ISDN terminals.

System PhoneVoIPISDNAnalogueOverview

Basic Settings

Description

Interface

None

Basic Phone Settings

Terminal Type

Telephone

Internal Numbers

Internal Number

Add

OK

Cancel

Fig. 33: Numbering -> Terminal Assignment -> ISDN -> Edit/New

The menu **Numbering -> Terminal Assignment -> ISDN -> Edit/New** includes the following fields:


Fields in the ISDN Basic Settings menu

Field	Description
Description	Enter a description for the ISDN telephone.
Interface	Select the interface to which the ISDN telephone shall be connected.
Terminal Type	Select the terminal type.  Possible values: <ul style="list-style-type: none"><li>Telephone (default setting)</li><li>Answering machine</li><li>Voice Mail</li><li>Emergency Phone</li></ul>
Internal Numbers	Select the internal number for this terminal You can define several internal numbers.  Possible values: <ul style="list-style-type: none"><li>No free line available: All configured internal numbers are already in use. First configure another user with additional numbers.</li><li>&lt;Internal Number&gt;  : Select one of the existing numbers of the configured users.</li></ul>

10.4.4 Analogue

In the menu **Numbering -> Terminal Assignment -> Analogue** you configure the connected analogue terminals. For example, you perform assignment of a configured internal number.

10.4.4.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to add analogue terminals.

System PhoneVoIPISDNAnalogueOverview

Basic Settings

Description

Interface

None

Basic Phone Settings

Terminal Type

Multi Function Device/Telefax

Internal Number

No free Extension Available

Phone Settings

Call Waiting

☐ Enabled

Do not Disturb

☐ Enabled

Internal Calls not signaled

Advanced Settings

CLIP Settings

Show incoming Number (CLIP)

☐ Enabled

Further Settings

Transmit Charges Pulses

☐ Off☒ 12 kHz☐ 16 kHz

FXS Ringing Frequency

☒ 25 Hz☐ 50 Hz

Flash Time for DTMF Dialling

100 ms

OK

Cancel

Fig. 34: **Numbering -> Terminal Assignment -> Analogue -> Edit/New**

The menu **Numbering -> Terminal Assignment -> Analogue -> Edit/New** includes the following fields:

Fields in the Analogue Basic Settings menu

Field	Description
Description	Enter a description for the analogue telephone.

Field	Description
Interface	Select the interface to which the telephone shall be connected.

Fields in the Analogue Basic telephone settings menu

Field	Description
Terminal Type	<p>Select the terminal type.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Multi-function device/telefax</i> (standard value)</li><li>• <i>Telephone</i></li><li>• <i>Modem</i></li><li>• <i>Answering machine</i></li><li>• <i>Emergency telephone</i></li></ul>
Internal Number	<p>Select the internal number for this terminal.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>No free line available</i>: The configured internal number is already in use. First configure another user with additional numbers.</li><li>• <i>&lt;Internal Number&gt;</i></li></ul> <p>: Select one of the existing numbers of the configured users.</p>

Fields in the Analogue Telephone settings menu

Field	Description
Call Waiting	<p>Select whether call waiting shall be allowed for this device.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p>
Do not Disturb	<p>Select whether you wish to use the call protection (do not disturb) performance feature.</p> <p>With this performance feature, you can enable call signalling to your terminal. Analogue terminals use system code numbers for this.</p> <p>Possible values:</p>

Field	Description
	<ul style="list-style-type: none"><li>• <i>Internal Calls not signaled</i></li><li>• <i>External Calls not signaled</i></li><li>• <i>No Calls signaled</i></li></ul>

The **Advanced Settings** menu consists of the following fields:

**Fields in the Advanced Settings CLIP settings menu**

Field	Description
Show incoming Number (CLIP)	<p>Select whether the subscriber's number shall be transmitted.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p>

**Fields in the Advanced settings Further Settings menu**

Field	Description
Transmit Charges Pulses	<p>Select whether the system shall generate charge pulses for the terminal from the ISDN network charge information. For this purpose, you can define the charge impulse at 12 kHz or 16 kHz.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Off</i>: Charge information from the ISDN network is not transmitted.</li><li>• <i>12 kHz</i></li><li>• <i>16 kHz</i></li></ul>
FXS Ringing Frequency	<p>Call signalling in analogue terminals occurs by configuring a call switching voltage at the called analogue connections. This call switching voltage is converted into a specific ring tone by the analogue terminal. In the system, for the analogue connections you can set a call switching voltage with a frequency of <i>25 Hz</i> or <i>50 Hz</i>.</p>
Flash Time for DTMF Dialling	<p>When operating analogue terminals with the multifrequency code dialling method, you can set the flashtime that the system detects as maximum flash length. If the terminal flash is longer than the defined period, "replaced receiver" is detected.</p>

10.4.5 Overview

An overview of all configured terminals is displayed in the **Numbering -> Terminal Assignment -> Overview** menu.

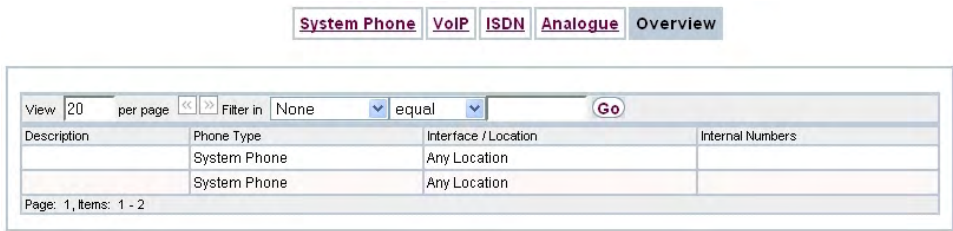


Fig. 35: Numbering -> Terminal Assignment -> Overview

Values in the Overview list

Field	Description
Description	Displays the terminal description.
Phone Type	Displays the telephone type.
Interface/Location	For ISDN, system and analogue terminals, displays the interface at which you're connected to the system. The configured location is displayed for IP terminals.
Internal Numbers	Displays the configured internal number.

# Chapter 11 Call Routing

The functions for external calls and automatic route selections for external calls are defined in call routing.


## 11.1 Incoming Services

In the **Call Routing -> Incoming Services** menu, you configure how incoming calls should be handled by default in the system.

### 11.1.1 Rerouting Functions

In the menu **Call Routing -> Incoming Services -> Rerouting Functions** you can set up the various redirect options for **Redirect Immediately** or **Redirect O Busy**. You then assign these redirect options to the external connections in the **Numbering -> Call Distribution -> Incoming Distribution** menu.

#### 11.1.1.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to add redirect options.

Rerouting Functions

Basic Settings	
Description	<input type="text"/>
Type of Rerouting	<input checked="" type="radio"/> Immediately <input type="radio"/> On Busy
Further Settings	
Announcement	<input type="text" value="Off"/>
Target Number	<input type="text" value="No Number (Disconnect)"/>
Transfer with	<input type="text" value="Dial Tone"/>
Announcement/Auto Attendant Settings	
Call Switching	<input type="text" value="Announcement without DISA"/>
Number of playbacks	<input type="text" value="Endless"/>
<div>OK Cancel</div>	

Fig. 36: **Call Routing -> Incoming Services -> Rerouting Functions -> Edit/New**

The **Call Routing ->Incoming Services -> Rerouting Functions -> Edit/New** menu includes the following fields:



Fields in the Rerouting Functions Basic Settings menu

Field	Description
Description	Enter a description for the redirect function.
Type of Rerouting	<p>Select the desired exchange function.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Immediate</i> (default value)</li><li>• <i>On Busy</i></li></ul>

Fields in the On Busy Settings menu

Field	Description
Size of Queue	<p>Only for <b>Type of Rerouting</b> = <i>On Busy</i></p> <p>In this field, you can configure the maximum number of subscribers on hold. The queue may include up to 10 subscribers. Additional callers get a busy tone.</p> <p>Possible values are <i>0</i>(no queue) to <i>10</i>. The default value is <i>0</i>.</p>
Take Waiting Calls with	<p>Define what callers on hold shall hear (internal or configured music-on-hold, announcement).</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>MoH Wave 1 to 8</i></li><li>• <i>MoH internal 1</i> (default value)</li><li>• <i>MOH internal 2</i></li><li>• <i>Off</i></li></ul>
Max waiting time in the queue	<p>Define maximum time a caller can remain on hold. After expiration of this time, the caller shall be transferred to the defined redirect destination. Leave <i>Unlimited</i> for an unlimited queue (corresponds to value =0).</p>

Fields in the Further Settings menu

Field	Description
Announcement	<p>Select whether the incoming call shall be redirected to an announcement.</p> <p>Possible values:</p>

Field	Description
	<ul style="list-style-type: none"><li>• <i>Off</i> (Default value): The incoming call is not redirected to an announcement.</li><li>• <i>MoH Wave 1 to 8</i></li></ul>
Target Number	<p>Select the internal number to which the incoming call shall be redirected.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>No Number (Disconnect)</i>: The call is terminated, the connection ended.</li><li>• <i>&lt;number&gt;</i>: If a destination number is entered, the call is forwarded.</li></ul>
Transfer with	<p>The caller hears the defined announcement or music while her call is being transferred.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Dial Tone (default value)</i></li><li>• <i>MoH Wave 1 to 8</i></li><li>• <i>MOH internal 1</i></li><li>• <i>MOH internal 2</i></li><li>• <i>&lt;Wave file&gt;</i></li></ul>

Announcement before query

You have set up a general information call number which customers with various problems or requests ring up. Naturally, no single employee or team can provide information in every subject areas. So the caller would need to be transferred to the individual departments. If you knew beforehand which requests (subject area) a caller had, you could immediately transfer him to the competent department. Thus, your callers don't have to be initially accepted and transferred by an exchange. Every caller decides for him/herself with which employee he/she wishes to be connected.

With the performance feature **Announcement/Auto Attendant** calls are automatically accepted by the system. The caller then hears an announcement with information about which entries are possible during or after the announcement. Once the entry is made, the announcement ends and the caller is transferred to an internal subscriber or team. If the caller provides a false or no entry, he/she is transferred to the defined redirect destination (internal subscriber or team). While being transferred, the caller hears a ring tone or the system's music-on-hold.



**Note**

DISA - Direct Inward System Access Once a call is received by the system, the caller is automatically transferred after a code number is entered. This code is assigned to an internal number in the system. Entry of a number or code must occur during the announcement. Once the announcement (Wave file) ends, no more entries are accepted. There follows redirect to a defined redirect destination. The performance feature **Announcement/Auto Attendant** is an integral part of the system and can accept up to 28 simultaneous calls.

**Fields in the Announcement/Auto Attendant Settings menu**

Field	Description
Call Switching	<p>Select how incoming calls are to be transferred.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Announcement without DISA</i> (default value): The configured announcement is played back. There follows either transfer to the configured internal number, or the connection is interrupted and the caller hears the busy tone.</li><li>• <i>DISA, dial internal numbers</i>: The caller is prompted to enter an internal number and is then transferred there.</li><li>• <i>DISA, dial code numbers</i>: The caller is prompted to enter a code number from 0 to 9. The codes are assigned to the desired internal numbers. The caller is then transferred to the configured internal number.</li></ul>
Number of playbacks	<p>Select how many times the announcement shall be continuously repeated. At conclusion, the caller hears the busy tone.</p>
Auto Attendant with DISA	<p>Only for <b>Call Switching</b> = <i>DISA, dial code numbers</i>.</p> <p>For ever desired DISA code number, select the desired internal number to which the caller shall be transferred.</p>

11.2 Outgoing Services

In the **Call Routing -> Outgoing Services** menu, you can configure the performance features **Direct Call**, **Call Forwarding**, **Dial Control** and **Priority Numbers**.


### 11.2.1 Direct Call

In the menu **Call Routing -> Outgoing Services -> Direct Call** you configure numbers dialled directly without the subscriber on the phone having to dial a number him/herself.

You wish to configure a telephone for which a call to a specific number is set up even without entry of the number (e.g. emergency telephone). You are not at home. However, there is someone at home who needs to be able to reach you quickly and easily by telephone, if required (e.g. children or grandparents). If you have set up the "Direct Call" function for one or more telephones, the receiver of the corresponding telephone only needs to be lifted. After a period without further entries set in configuration, the system automatically dials the configured direct call number.


If you do not dial within the specified period from picking up the receiver, automatic dialling is initiated.

The time for direct call is set under **System Mangement -> Global Settings -> Timer -> Direct Call**.

**Note**

In the system, up to 10 direct call destinations with names and telephone numbers can be set up by the administrator. These destinations then only need to be assigned to the terminals by the user via "User HTML Configuration". In the configuration, system direct call, or a direct call specifically configured for the terminal, can then be set by the user.

#### 11.2.1.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to create new entries.

Direct Call

Call Forwarding

Dial Control

Priority Numbers

Basic Settings

Description

Direct Call Number

OK

Cancel

Fig. 37: **Call Routing -> Outgoing Services -> Direct Call -> Edit/New**

The **Call Routing -> Outgoing Services -> Direct Call-> Edit/New** menu includes the

following fields:

Fields in the Direct Call Basic Settings menu

Field	Description
Description	Enter a description for the entry.
Direct Call Number	Enter the number to be automatically dialled if no number is to be dialled for a certain time after the receiver has been picked up.

11.2.2 Call Forwarding

In the **Call Routing -> Outgoing Services -> Call Forwarding** you configure call forwarding of external calls for an external subscriber .

You are temporarily away from your office, but don't want to miss a call. You can also accept calls with call forwarding to another number, e.g. your mobile, when you're away from your desk. You can forward calls on your number to any call number. This can occur **immediately, On no reply** or **on busy**. Call forwarding for **On no reply** and **on busy** can be enabled simultaneously. If you are not near your telephone, for example, the call is forwarded to another number (e.g. your mobile phone). If you are making a call at your desk, other caller may receive the busy signal. You can forward these callers, e.g. to a colleague or the secretary, by using call forwarding on busy.


Every internal subscriber to the system can forward her calls to another number. Calls can be forwarded to internal subscriber numbers, internal team numbers or external numbers. When the number to which calls shall be forwarded is entered, the system automatically checks whether it's an internal or external number.

In a team, call forwarding can be set up for one subscriber in the team. This call continues to be signalled to the other team subscribers. Call forwarding to an internal or external subscriber is performed in the system.

Call forwarding to an internal number is performed in the system. If an internal call to an external number is to be forwarded, forwarding also occurs in the system. Here, the connection is on the bundle cleared for the subscriber doing the setup. If call forwarding occurs via an ISDN connection, one B channels remains in use; in case of forwarding from external to external, it's both B channels. Two possibilities exist for call forwarding of an external call to an external number:


- Call forwarding in the exchange: call forwarding is performed in the exchange if only one subscriber is entered in the call allocation for an external call. For call forwarding in the exchange, the performance features Call Deflection ( point-to-multipoint connection) or Partial Rerouting (point-to-point connection) must be enabled with the network operator for the relevant ISDN connections.

- Call forwarding in the system: call forwarding is performed in the system if the required performance features for call forwarding at the exchange are not available for the relevant ISDN connections. If several telephones (e.g. a team), some of which have set up call forwarding, receive an external call, the corresponding call forwarding is performed in the system. Here, the external connection is set up over a bundle's B channel, cleared for the subscriber initiating the setup. This B channels remains occupied for the duration of active call forwarding.

**Note**

If the system is connected to the external ISDN, for external-to-external connections, the system systematically attempts to initiate call forwarding via the exchange For teams, there can be manual definition of whether call forwarding shall occur via the exchange or the system. If the system possesses no ISDN connections, or if Call Deflection (point-to-multipoint connection) or Partial Rerouting (point-to-point connection) has not been ordered from the network operator, call forwarding occurs solely in the system.

11.2.2.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to create new entries.

Direct Call

Call Forwarding

Dial Control

Priority Numbers

Basic Settings

Internal Number

Select one

Type of Call Forwarding

On no reply

Target Number (On no reply)

OK

Cancel

Fig. 38: Call Routing -> Outgoing Services -> Call Forwarding -> Edit/New

The **Call Routing -> Outgoing Services -> Call Forwarding-> Edit/New** menu includes the following fields:

Fields in the Call Forwarding Basic Settings menu

Field	Description
Internal Number	Select the internal number to which the incoming calls shall be forwarded.

Field	Description
Type of Call Forwarding	Select when incoming calls shall be forwarded to the specified internal number.  Possible values: <ul style="list-style-type: none"><li>• <i>Immediately</i></li><li>• <i>On busy</i></li><li>• <i>On no reply</i> (default value)</li><li>• <i>On busy/On no reply</i></li></ul>
Target Number (On no reply)	Enter the number to which incoming calls shall be forwarded on no reply.
Target Number (On busy)	Enter the number to which incoming calls shall be forwarded on busy.
Target Number (Immediately)	Enter the number to which incoming calls shall be forwarded immediately.


11.2.3 Dial Control

In the menu **Call Routing ->Outgoing Services -> Dial Control** you block or release specific numbers/Partial Numbers .

You wish to prevent dialling of specific numbers in the system, e.g. the numbers of expensive value-added services. Enter these numbers or Partial Numbers into the dial ranges list of blocked numbers. All subscribers subject to dial ranges cannot dial these numbers. However, if you should need specific numbers from a blocked sector, you can clear these via the dial ranges list of cleared numbers.

You can block specific numbers or prefixes with the blocked numbers list. You can clear the blocked numbers or prefixes with the cleared numbers list. If a number entered as a cleared number is longer than one entered as a blocked number, this number can be dialled. When you dial a number, dialling after the blocked digit is terminated and you hear the busy tone. You can assign each user individually to the dial ranges in the user settings.

Example: Blocked number *01*, all external numbers that begin with *01* are blocked. Cleared number *012345*, dialling can proceed. All external numbers that begin with *012345* can be dialled. If two identical numbers (same number sequence and same number of digits, e.g. *01234* and *01234*) are entered in the list of cleared numbers as well as the list of blocked numbers, dialling of the number is prevented.

**Note**

Subscribers who enjoy full or partial dialling access (no outside line access) are authorised for dialling of cleared numbers via the list of cleared numbers.

Please ensure that the area code is entered in the configuration, otherwise, the block can be circumvented in the local network by prefixing the area code.

11.2.3.1 Edit/New


Choose the  icon to edit existing entries. Select the **New** button to create new entries.



Fig. 39: **Call Routing -> Outgoing Services -> Dial Control -> Edit/New**

The **Call Routing -> Outgoing Services -> Dial Control-> Edit/New** menu includes the following fields:

Fields in the Dial Control Basic settings menu

Field	Description
Inhibited Number	Enter the number that cannot be dialled.
Enabled Number	Enter the number for which dialling is explicitly permitted.

11.2.4 Priority Numbers


In the **Call Routing ->Outgoing Services -> Priority Numbers** you configure numbers with specific special functions, e.g emergency functions.

In your system configuration, you can enter numbers that must be accessible in an emergency. If you now dial one of these priority numbers, it is detected by the system and an ISDN B channel is automatically cleared. If the external ISDN B channels are already in



use, one of the ISDN B channels is freed up and the calling subscribers hear the busy tone. An ongoing priority call is not interrupted.

11.2.4.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to create new entries.

Direct Call

Call Forwarding

Dial Control

Priority Numbers

Basic Settings

Description

Priority Number

OK

Cancel

Fig. 40: Call Routing -> Outgoing Services -> Priority Numbers -> Edit/New

The **Call Routing -> Outgoing Services -> Priority Numbers -> Edit/New** menu includes the following fields:

Fields in the Priority Numbers Basic Settings menu

Field	Description
Description	Enter a description for the entry.
Priority Number	Enter the number which can even be dialled if all B channels are occupied. In this case, an external B channel is released for this connection and reassigned for the priority call. An ongoing priority call is not interrupted.

11.3 Automatic Route Selection

In the **Call Routing ->Automatic Route Selection** menu you can set up routes for external calls in addition to configured line occupancy. Here, bundles released for users can be selectively assigned to ongoing calls according to the dialled number, or new providers entered along with their network access prefixes. You then specifically define the routing for individually created zones for every weekday.

11.3.1 General

In the **Call Routing -> Automatic Route Selection -> General** menu, activate the ARS (Automatic Route Selection) function and select the desired route level.

General

Interfaces / Provider

Zones & Routing

Basic Settings

ARS

☐ Enabled

Routing Stage

3

OK

Cancel

Fig. 41: Call Routing -> Automatic Route Selection -> General

The menu **Call Routing -> Automatic Route Selection -> General** includes the following fields:

Fields in the General Basic Settings menu


Field	Description
ARS	<p>Select whether to enable the ARS performance feature (Automatic Route Selection).</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p>
Routing Stage	<p>Select whether additional routes shall be used if an entered provider or bundle cannot be accessed.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>1 (No fallback)</i>: If the entered provider or the selected bundle (<b>Call Routing -&gt; Automatic Route Selection -&gt; Zones &amp; Routing -&gt; Edit/Add -&gt; Mo-Su -&gt; Routing Stage 1</b>) is not available, the connection setup is terminated.</li><li>• <i>2</i>: If the entered provider or the selected bundle (<b>Call Routing -&gt; Automatic Route Selection -&gt; Zones &amp; Routing -&gt; Edit/Add -&gt; Mo-Su -&gt; Routing Stage 1</b>) is not available, there is an attempt to initiate the connection over the additional entered routing option (<b>Call Routing -&gt; Automatic Route Selection -&gt; Zones &amp; Routing -&gt; Edit/Add -&gt; Mo-Su -&gt; Routing Stage 2</b>).</li><li>• <i>3</i> (Default value): If neither of the entered providers or bundles (<b>Call Routing -&gt; Automatic Route Selection -&gt; Zones &amp; Routing -&gt; Edit/Add -&gt; Mo-Su -&gt; Routing Stage 1</b> and <b>Routing Stage 2</b>) is available, dialling occurs via the provider entered as default for the user (<b>Numbering -&gt; Class of Services -&gt; Edit/Add -&gt; Basic Settings -&gt; Trunk</b>).</li></ul>

Field	Description
	Line Selection with Line Access Number ).

11.3.2 Interfaces / Provider

In the menu **Call Routing -> Automatic Route Selection -> Interfaces / Provider**, enter the routes or providers and their network access prefix.

11.3.2.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to create new entries.

GeneralInterfaces / ProviderZones & Routing

Basic Settings

Description

Routing Mode

Standard

Call-prefix

OK

Cancel

Fig. 42: Call Routing -> Automatic Route Selection -> Interfaces / Provider -> Edit/New

The **Call Routing -> Automatic Route Selection -> Interfaces / Provider -> Edit/New** menu includes following fields:

Fields in the Interfaces / Provider Basic Settings menu


Field	Description
Description	Enter a description for the entry.
Routing Mode	Select how dialling shall be externally routed.  Possible values: <ul style="list-style-type: none"><li>• <i>Default</i> (default): The default procedure provides that when dialling externally, the prefix entered under <b>Provider selection</b> is placed first.</li><li>• <i>Route</i>: External dialling is set up via the bundle selected in <b>Route</b>.</li></ul>
Call-prefix	Enter the number to be placed as a prefix when making an external call, e.g. to set up a connection via a call-by-call provider.

Field	Description
Route	Only for <b>Routing Mode</b> = <i>Route</i> .  Select a bundle via which the external call shall proceed.

### 11.3.3 Zones & Routing

In the menu **Call Routing** -> **Automatic Route Selection** -> **Zones & Routing** you define the zones via which dialling shall proceed using specific routes or providers.

Configuration of the routing tables for the defined zones occurs individually for each week-day. For 2 routing tables, routing level 1 and routing level 2 can be created as fallback.

Choose the  icon to edit existing entries. Select the **New** button to create new entries.

#### 11.3.3.1 Numbers

In the **Numbers** area, enter the number or Partial Number of the zones for which you wish to configure the routing tables.

General

Interfaces / Provider

Zones & Routing

New Zone

Numbers

Mon

Tue

Wed

Thu

Fri

Sat

Sun

Basic Settings

Description

Zones

Number/Partial Number

Name

Add

Apply

Back

Fig. 43: Call Routing -> Automatic Route Selection -> Zones & Routing -> Numbers

#### Fields in the Zones & Routing Basic Settings menu

Field	Description
Description	Enter a description for the entry.
Zones	Configure the desired external zones which should be dialled via the desired entered provider/routes.  Possible values: <ul style="list-style-type: none"><li><i>Number/Partial Number</i>: Enter the number or part of a</li></ul>

Field	Description
	number identifying a zone. <ul style="list-style-type: none"><li><i>Name</i>: Enter a name for this zone.</li></ul>

11.3.3.2 Mo - Su

In the **Mo - Su** area, select the desired times for each routing level, and the desired route or provider via which outgoing calls shall be routed from the entered time.

GeneralInterfaces / ProviderZones & Routing

xx

NumbersMonTueWedThuFriSatSun

Settings

Routing Stage 1

Start TimeInterface / Provider

Add

Routing Stage 2

Start TimeInterface / Provider

Add

ApplyBack

Fig. 44: Call Routing -> Automatic Route Selection -> Zones & Routing -> Mo - Su

Fields in the Zones & Routing <Weekday> menu

Field	Description
Routing Stage 1	Configure the switching times for routing level 1. For this, first select the <b>Start Time</b> from which routing shall occur over a specific interface or a specific network provider, and select the latter under <b>Interface / Provider</b> .
Routing Stage 2	Configure the switching times for routing level 2. For this, first select the <b>Start Time</b> from which routing shall occur over a specific interface or a specific network provider, and select the latter under <b>Interface / Provider</b> .

## Chapter 12 Applications

Internal telephone performance features of the system are set up under **Applications**.

### 12.1 Calendar

In the **Applications** -> **Calendar** menu, you can decide whether to make new entries or modifications in the calendar.

Every company has fixed business hours. You can enter these in the system's internal calendar. For example, all calls outside of business hours can be signalled to a exchange or an answering machine. During this period, your employees can perform other tasks, without being interrupted by telephone calls. The individual call options of a team are automatically switched through the calendars.


You wish to modify the external calling authorisations after business hours for specific subscribers. In the system configuration, you can set individually for each user whether the authorisation for external calls is automatically switched. The switch occurs according to the data in the assigned calendar.

You can set up five types of calendars in the system. The "Authorisation Class" and "Night Operation" calendars are intended for central switching and can only be set up once. The "Team Signalling", "Intercom Signalling" and "Redirect to internal/external number" calendars can be set up repeatedly. Several different switching times can be selected for each weekday.

In the configuration, a calendar can be assigned to all performance features for which several options can be defined (e.g. teams) Switching between the individual call options then occurs at the switching times of the assigned calendar.

#### 12.1.1 Calendar

In the menu **Applications** -> **Calendar** -> **Calendar** you can view, modify or copy a previously set calendar as well as create new calendars.

Choose the  icon to edit existing entries. Select the **New** button to create new entries.

##### 12.1.1.1 General

In the **General** area, you define the name of the calendar to be created.

CalendarPublic Holiday

NewCalendar

General

Basic Settings

Description

Application

Team Signalling

Apply

Back

Fig. 45: Applications -> Calendar -> Calendar -> General

The **Applications -> Calendar -> Calendar -> General** menu includes the following fields:

Fields in the Calendar Basic Settings menu

Field	Description
Description	Enter a description for the calendar.
Application	<p>Select the application for which the calendar shall be used.</p> <p>Please note that this field cannot be edited with pre-existing entries. If another application is to be configured, you must create another entry and delete the existing one.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li><i>Team Signalling</i> (default value): Here, several calendars can be set up.</li><li><i>Doorline Signalling</i> (default value): Here, several calendars can be set up.</li><li><i>Night Mode</i>: Here, only one calendar can be set up.</li><li><i>Class of Service</i>: Here, only one calendar can be set up.</li><li><i>Rerouting for internal/external Number</i>: Here, several calendars can be set up.</li><li><i>Voice Mail System</i>: Here, several calendars can be set up.</li></ul>

12.1.1.2 Mo - Su

In the **Mo - Su** area you set up the switching days and times for this calendar.

CalendarPublic Holiday

xxx

GeneralMonTueWedThuFriSatSunException

Settings Monday

Switching Points

Time

Action

Add

Apply

Back

Fig. 46: Applications -> Calendar -> Calendar -> Mo-Su

The **Applications ->Calendar -> Calendar -> Mo-Su** menu includes the following fields:

**Fields in the Settings <weekday>menu**

Field	Description
Switching Points	<p>Enter the desired switching times.</p> <p>For this, under <b>Time</b>, for each weekday select the desired switching points to which switching shall occur from any divergent active switching option in the desired switching options selected under <b>Action</b>.</p> <p>Depending on the application, the following switching options are available:</p> <ul style="list-style-type: none"><li>• <i>Team Signalling</i>: Call option 1 to call option 4</li><li>• <i>Intercom Signalling</i>: Intercom call option 1 and intercom call option 2</li><li>• <i>Night Mode</i>: Night operation on and night operation off</li><li>• <i>Class of Service</i>: Authorisation class by default and authorisation class optional</li><li>• <i>Rerouting for internal/external Number</i>: Call option 1 to call option 4</li></ul>
Use settings from	<p>Only if settings have already been performed for a weekday.</p> <p>Select from which weekday the settings should be imported.</p> <p>If you require specific settings for this day, select the option <i>Individual</i>.</p>



12.1.1.3 Exception

In the **Exception** area, select whether holidays shall be taken into account and, if so, how.

CalendarPublic Holiday

xxx

General

Mon

Tue

Wed

Thu

Fri

Sat

Sun

Exception

Settings Public Holiday

Consider public holidays

☒ Enabled

Use settings from

Individual

Switching Points

Time

Action

Add

Apply

Back

Fig. 47: Applications -> Calendar -> Calendar -> Exception

The **Applications -> Calendar -> Calendar -> Exception** menu includes the following fields:

Fields in the Settings holidaysmenu

Field	Description
Consider public holidays	Select whether appointments entered in the <b>Applications -&gt; Calendar -&gt; Public Holiday</b> menu shall also be considered in this calendar.  The function is activated by selecting <i>Enabled</i> .  The function is disabled by default.
Use settings from	Only if <b>Consider public holidays</b> is enabled  Select from which weekday the settings for holidays should be imported. Configure weekdays in the <b>Applications -&gt; Calendar-&gt; Calendar -&gt; Mo-Su</b> menu.  If you require specific settings for holidays, select the option <i>Individual</i> .
Switching Points	Only for <b>Use settings from</b> = Individual.  Enter the desired switching times.

iFlash-3, iFlash-6


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Field	Description
	<p>For this, under <b>Time</b> select the desired switching points to which switching shall occur from any divergent active switching option in the desired switching options selected under <b>Action</b>.</p> <p>Depending on the application, the following switching options are available:</p> <ul style="list-style-type: none"><li>• <i>Team Signalling</i>: Call option 1 to call option 4</li><li>• <i>Intercom Signalling</i>: Intercom call option 1 and intercom call option 2</li><li>• <i>Night Mode</i>: Night operation on and night operation off</li><li>• <i>Class of Service</i>: Authorisation class by default and authorisation class optional</li><li>• <i>Rerouting for internal/external Number</i>: Call option 1 to call option 4</li></ul>

12.1.2 Public Holiday

In the **Applications -> Calendar -> Public Holiday** menu you can enter holidays or any special days for which divergent settings should be made via the calendar.

12.1.2.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to create new entries.

CalendarPublic Holiday

Basic Settings

Description

Date (DD - MM)

00 - 00

Apply

Back

Fig. 48: Applications -> Calendar -> Public Holiday -> Edit/New

The **Applications -> Calendar -> Public Holiday -> Edit/New** menu includes the following fields:

Fields in the Public Holiday Basic Settings menu

Field	Description
Description	Enter a description for a holiday.
Date (DD-MM)	Enter the date with day and month in two-digit form. Incorrect entries, e.g. 31.02 are accepted and saved but not executed by the system.

## 12.2 Voice Applications

In the **Applications -> Voice Applications** menu, you configure your system's Wave Files.

A professional greeting, especially on the telephone, constitutes a company's visiting card. Voice Applications make this possible for every business. Indeed, while being transferred, the caller receives information that's individually tailored, e.g. according to department, or is simply entertained with pleasant music-on-hold.

You wish to employ special music as music-on-hold, or specific announcements for your clients. You can load your self-produced Wave Files to the system.

User-specific voice and music files can be saved in the system. Storage space for 2 MoH melodies is available in the system basic settings. The available storage space can be extended with an SD card. The length of the language and music files that can be saved is based upon the SD card used. Voice and music data is saved in Wave format.

The following voice applications can be defined in the system:

- Announcement before query
- Announcement without query/Infobox
- Wake-up call
- Music on hold

You can find additional information on function, configuration and operation in the description of the individual performance features.


### Basic settings of voice applications

The voice applications can be assigned to individual performance features in two different ways.

Every user employing a voice application with this connection always hears the corresponding voice announcement or music from the start. A newly-arrived user hears the voice announcement or music from the start. The number of users who can simultan-

eously use such a voice application is limited to 28.

Please note that externally played music or voice application music are free of third-party copyrights (GEMA free). Files in other formats must be converted into the company-specific Wave format before being saved in the system.

**Note**



Please note that Wave Files must be available in the following format:

- Bitrate: 128 kBit/s
- Sampling size: 16 Bit
- Channels: 1 (mono)
- Sampling rate : 8 kHz
- Audio format: PCM

12.2.1 Wave Files

In the **Applications -> Voice Applications -> Wave Files** menu you can load your announcement/music files and set the volume.

12.2.1.1 Edit

Choose the  icon to edit existing entries. Select  to change the entry.

*MoH internal 1* and *MoH internal 2* are files specified in the system and can thus not be deleted.

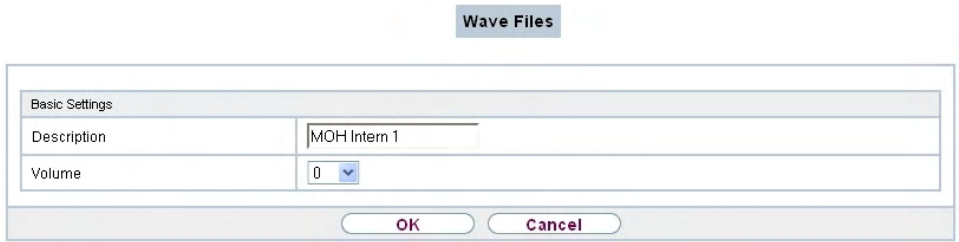


Fig. 49: Applications -> Voice Applications -> Wave Files -> Edit

The **Applications -> Voice Applications -> Wave Files -> Edit** menu includes the following fields:

Fields in the Wave Files Basic Settings menu

Field	Description
Description	Enter a description for the Wave file.
Select file	Click <b>Browse...</b> and select the Wave file to be loaded into the system through the Explorer window.
Volume	<p>Select the volume at which the Wave file shall be played by default. Select <i>0</i> to play the file at a predefined default volume. You can gradually diminish the volume using the negative values, and increase it with the positive ones.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>-5</i></li><li>• <i>-4</i></li><li>• <i>-3</i></li><li>• <i>-2</i></li><li>• <i>-1</i></li><li>• <i>0</i> (default value)</li><li>• <i>+1</i></li><li>• <i>+2</i></li><li>• <i>+3</i></li></ul>

12.3 System Phonebook


In the **Applications -> System Phonebook** you can enter and administer numbers in the system phone book.

The employees in your company must phone many customers. This is where the system phone book comes in. You need not enter the customer's number but can extract the name via the system telephone display, and dial. Customer names and telephone numbers can be centrally administered by an employee. If a customer whose number has been entered in the phone book calls, his/her name appears in the system telephone display. The system features an integrated phone book in which you can save phone book entries of up to 24-digits (numbers) and up to 20-character names (text).

When creating a telephone book entry a **Speed dial** code is assigned to each entry. Authorised telephones can initiate speed dial from the phone book via these speed dial numbers.

## System Phones

System Phones can dial from the system phone book via a special menu. To search for a telephone entry, enter the first letters (max. 8) of the desired name and confirm the entry. The system always provides 8 phone book entries, which you can view successively. Select the desired entry and confirm with **OK**. You must now begin to dial within 5 seconds. The system telephone redialling list displays the name of the dialled subscriber instead of her number. If a system telephone receives a call whose number and name are saved in the system phone book, the caller's name is indicated in the system telephone display.




**Note**

The user's other numbers (**Mobile Number** and **Home Number**) are only displayed in the system telephone phone book menu. They are not displayed in the **System Phonebook** of the user interface. Entries in the system telephone phone book menu with the (M) mark refer to an entered **Mobile Number** for a user, those with (H) mark to the **Home Number**.

### 12.3.1 Entries

In the **Applications -> System Phonebook -> Entries** menu, all created phone book entries are displayed, along with the associated speed dial. Display is alphabetically organised.

#### 12.3.1.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to create new entries.

EntriesImport / ExportGeneral

Phonebook Entry

Description

Phone Number

Speed Dial Number

000

OK

Cancel

Fig. 50: **Applications -> System Phonebook -> Entries -> Edit/New**

The **Applications -> System Phonebook -> Entries -> Edit/New** menu includes the fol-

lowing fields:

Fields in the Entries Phone book entry

Field	Description
Description	Enter a description for the entry. Subsequent sorting in the phone book follows the initial letters of the entry.
Phone Number	Enter the telephone number (internal or external).
Speed Dial Number	Enter a speed dial code. If a speed dial number is entered, counting occurs automatically.  A 3 digit sequence of 000 to 999 is possible.
Call Through	Select whether the telephone number is to be approved for the <b>Call Through</b> function. If a telephone number is approved for this, and the caller uses this number for the <b>Call Through</b> functions, the caller's authorisation to use the function is checked against the phonebook record.  The function is activated by selecting <i>Enabled</i> .  The function is disabled by default.

12.3.2 Import / Export

In the **Applications -> System Phonebook -> Import/Export** menu you can import and export phone book data . You can import data exported from Microsoft Outlook, for example. The phone book data stored in your device is exported to a text file.

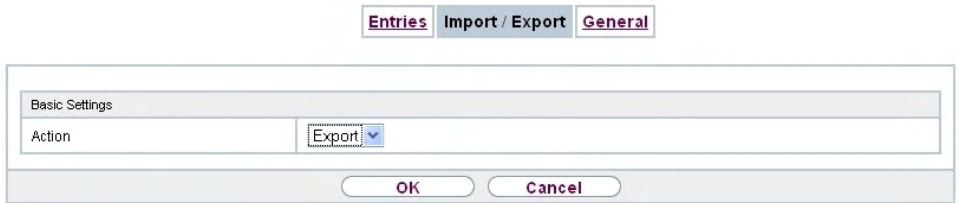


Fig. 51: Applications -> System Phonebook -> Import / Export

The menu **Applications -> System Phonebook -> Import / Export** includes the following fields:

Fields in the Import/Export Basic Settings menu

Field	Description
Action	<p>Select the desired action.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Export</i> (default value): You can export the names stored in <b>Applications</b> -&gt; <b>System Phonebook</b> -&gt; <b>Entries</b> into a text file (containing Phone Number, Speeddial Number, Call Through).</li><li>• <i>Import</i>: You can import a file in an appropriate file format. If you choose the option <b>Default File Format</b>, the file to be imported must consist of individual lines in the format Name,Phone Number,Speeddial Number,Call Through.</li></ul> <p>Example:</p> <p>Name,Phone Number,Speeddial Number,Call Through</p> <p>Hans,123456,001,0</p> <p>Klaus,234567,002,0</p> <p>Max,345678,003,0</p> <p>If the option <b>Default File Format</b> is not active, you can choose which <b>Separator</b> is to be used instead of comma.</p>
Separator	<p>Only if <b>Action</b> <i>Import</i> and <b>Default File Format</b> are not activated</p> <p>Enter the separator type in the import file.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Comma</i> (default value)</li><li>• <i>Semi-colon</i></li><li>• <i>Space</i></li><li>• <i>Tabulator</i></li></ul>
Select file	<p>Only if <b>Action</b> = <i>Import</i>Select the file to be imported.</p>

If there are multiple numbers in a data record, you will have the option in the next step to generate two phonebook records from a single data record. To do this, specify the data to be used as the name and Phone Number. If you want to generate only one phonebook entry, select the blank option in all selection fields for the second record **Import Phone-**



book.

EntriesImport / ExportGeneral

Phonebook import

Phone Number

Name

Phonebook import

Phone Number

Name

OK

Cancel

Fig. 52: Applications -> Internal Phonebook -> Import / Export -> Phonebook Import

Fields in the Phonebook import menu

Field	Description
Phone Number	Select which data is to be used from a data record as the Phone Number.
Name	Select which data is to be used from a data record as the name. You also have the option to transfer two elements and to separate these using a punctuation mark of your choice (default value is a comma).

12.3.3 General

In the menu **Applications -> System Phonebook -> General** you define the user name and password for system phone book administration. In the phone book area, the administrator can view and modify the phone book, as well as import and export data.

EntriesImport / ExportGeneral

Basic Settings

Web Access Username

Web Access Password

••••••••

OK

Cancel

Fig. 53: Applications -> System Phonebook -> General

The menu **Applications -> System Phonebook -> General** includes the following fields:

Fields in the General Basic Settings menu

Field	Description
Web Access Username	Enter a user name for the system telephone book administrator.
Web Access Password	Enter a password for the system telephone book administrator.

12.4 Call Data Records

In the **Applications -> Call Data Records** menu, you configure the recording of incoming and outgoing calls.

The capture of call data records provides an overview of the telephone usage in your company.

All external calls can be saved in the device in the form of call data records. These data records contain important information about the individual calls.

You must enable recording of connection data in the **Numbering -> User Settings -> Class of Services -> Applications** menu. The function is not activated in the ex works state.

12.4.1 Outgoing

The **Applications -> Call Data Records -> Outgoing** menu includes information allowing monitoring of outgoing activities.

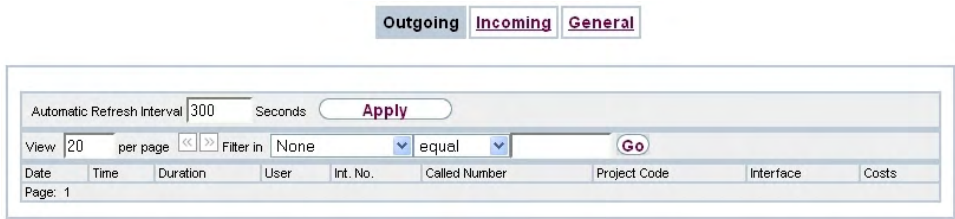


Fig. 54: Applications -> Call Data Records -> Outgoing

The menu **Applications -> Call Data Records -> Outgoing** includes the following fields:

Fields in the Outgoing menu

Field	Description
Date	Displays the connection date.
Time	Displays the time at call start.
Duration	Displays the duration of the connection.
User	Displays the user who called.
Int. No.	Displays the user's internal number.
Called Number	Displays the dialled number.
Project Code	Displays the call project number, if any.
Interface	Displays the interface over which the external connection was routed.
Costs	Displays the connection charge, but only if the provider transmits the corresponding data.

12.4.2 Incoming

The **Applications -> Call Data Records -> Incoming** menu includes information allowing monitoring of incoming activities.

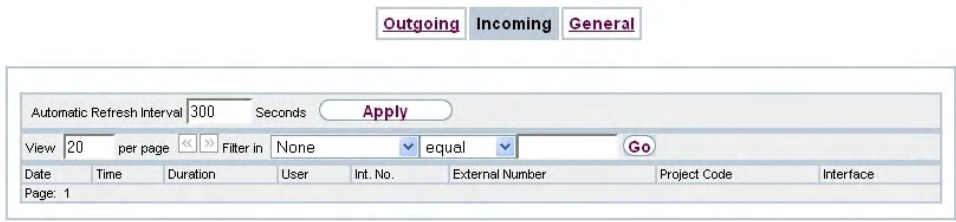


Fig. 55: Applications -> Call Data Records -> Incoming

The menu **Applications -> Call Data Records -> Incoming** includes the following fields:

Fields in the Incoming menu

Field	Description
Date	Displays the connection date.
Time	Displays the time at call start.

Field	Description
Duration	Displays the duration of the connection.
User	Displays the user who was called.
Int. No.	Displays the user's internal number.
External Number	Displays the caller's number.
Project Code	Displays the call project number, if any.
Interface	Displays the interface over which the connection from outside was routed.

12.4.3 General

In the **Applications -> Call Data Records -> General** menu, you can define how the connection data are saved in the system.

OutgoingIncomingGeneral

Basic Settings

Web Access Username

Web Access Password

••••••••

Save outgoing calls

☒None ☐All ☐With Project Code only

Save incoming calls

☒None ☐All ☐With Project Code only

Privacy Number Truncation

Outgoing Calls

No

Incoming Calls

No

Actions

Export call data records

Export

Delete call data records

Delete

OK

Cancel

Fig. 56: Applications -> Call Data Records -> General

The menu **Applications -> Call Data Records -> General** includes the following fields:

Fields in the General Basic Settings menu

Field	Description
Web Access Username	Enter a user name for the connection data administrator.

Field	Description
Web Access Password	Enter a password for the connection data administrator.
Save outgoing calls	<p>Select which outgoing connections should be saved.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>None</i> (default value)</li><li>• <i>All</i></li><li>• <i>With Project Code only</i></li></ul>
Save incoming calls	<p>Select which incoming connections should be saved.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>None</i> (default value)</li><li>• <i>All</i></li><li>• <i>With Project Code only</i></li></ul>
Privacy Number Truncation	<p>Select whether to save the number in abbreviated form.</p> <p>If, for data privacy reasons, the number is to be only partially displayed, you can select the number of positions not to be displayed. For <b>Outgoing Calls</b> and <b>Incoming Calls</b> you can separately enter the number of hidden digits. The hiding of digits occurs from right to left.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>No</i> (default value)</li><li>• <i>All</i></li><li>• <i>1 to 9</i></li></ul>

Fields in the General Actions menu

Field	Description
Export call data records	If you wish to save the current connection data record in an external file, click <b>Export</b> and save the file under the desired storage location and file name.
Delete call data records	If you wish to delete the current connection data record from the system storage, click <b>Delete</b> .

## 12.5 Hotel Functions

In the **Applications** -> **Hotel Functions** menu, you configure system hotel functions.

The integrated hotel application has been especially developed for smaller hotels and B&B's. The system software already contains Wake-up call, "Check-in" - "Check-out", along with display of the "Hotel Room status". With check-in, the room telephone dial permission is switched to direct outward dialling. With check-out, dial permission is reset to internal.


This performance feature allows convenient printout of telephone charges accrued to the guest's room telephone between check-in and check-out. This function also includes check-in/check-out with which the room telephone is activated at arrival and blocked at departure. A wake-up call can be set up for room telephones by the guest or the reception.

A system telephone serving as "reception telephone" is required to use this performance feature. You can define up to any two system telephones as "reception telephone". A flexible 1...4-digit call assignment can allocate call numbers that are identical to the room number.

### 12.5.1 Room Status

The menu **Applications** -> **Hotel Functions** -> **Room Status** displays current room allocation and status.

#### 12.5.1.1 Edit

Choose the  icon to edit existing entries.

Room Status

Hotel Rooms

General

Basic Settings

Room Description

gast1

Internal Number

Room Information

Cleaning State

☒ Not cleaned ☐ Cleaned ☐ Cleaned and checked

Status

☒ Check In ☐ Check Out

Guest Information

Guest Name

Additional Info

Further Settings

Wake-up

☐ Once ☐ Daily ☒ Off

Time

00 : 00

Wake-up Announcement

MOH Intern 1

Messages existing

☐ Existing

Communication Costs

0,00

OK

Cancel

Fig. 57: Applications -> Hotel Functions -> Room Status -> Edit

The Applications ->Hotel Functions -> Room Status -> Edit menu includes the following fields:

Fields in the Room Status Basic Settings menu

Field	Description
Room Description	Displays the hotel room description.
Internal Number	Displays the configured hotel room internal number and the guest name.

Fields in the Room information menu

Field	Description
Cleaning State	<div>Enter the hotel room status.</div> <div>Possible values:</div> <ul style="list-style-type: none"><li>• <i>Not cleaned</i></li><li>• <i>Cleaned</i></li><li>• <i>Cleaned and checked</i></li></ul> <div>The hotel room status can also be selected by dialling a code</div>

Field	Description
	number from the room telephone.
Status	<p>Enter the status of the guest occupying this hotel room.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Check In</i>: Dial permission is switched to "Unlimited".</li><li>• <i>Check Out</i>: Dial permission is switched to "Internal".</li></ul>

Fields in the Guest Information menu

Field	Description
Guest Name	Enter the guest name.
Additional Info	If required, enter additional guest data.

Fields in the Further Settings menu

Field	Description
Wake-up	<p>Select whether the guest should be woken, and if so, at what frequency.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Once</i>: The guest only wishes to be woken once, on a specific date.</li><li>• <i>Daily</i>: The guest wishes to be woken daily at the same time.</li><li>• <i>Off</i>: The guest doesn't wish to be woken.</li></ul>
Time	Enter the time at which the guest wishes to be woken. Enter hours in the first field, minutes in the second.
Date	<p>Only for <b>Wake-up</b> = <i>Once</i></p> <p>Enter the date on which the guest wishes to be woken.</p>
Wake-up Announcement	Select the announcement with which the guest wishes to be woken. All preset and additionally-loaded Wave Files in the system can be selected.
Messages existing	Select whether the guest should be informed of messages




Field	Description
	taken for him/her at the reception. When enabled, this function signals the presence of a message at the room telephone.  The function is activated by selecting <i>Existing</i> .  The function is disabled by default.
Communication Costs	Displays current connections charges for this telephone.

12.5.2 Hotel Rooms

You define the name of the room and the internal telephone number in the -> **Hotel Functions** -> **Hotel Rooms** menu.

12.5.2.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to create new entries.

Room StatusHotel RoomsGeneral

Basic Settings

Description

Internal Number

No free Extension Available

OK

Cancel

Fig. 58: Applications -> Hotel Functions -> Hotel Rooms -> Edit/New

The **Applications** -> **Hotel Functions** -> **Hotel Rooms** -> **Edit/New** menu includes the following fields:

Fields in the Hotel Rooms Basic Settings menu

Field	Description
Description	Enter a description for the hotel room.
Internal Number	Select a configured internal telephone number to be assigned to this hotel room.

12.5.3 General

Settings for reception telephones, the rooms, wake-up calls and check-in/check-out occur in the **Applications -> Hotel Functions -> General** menu. Connection charges and texts for headers and footers can also be defined. In addition, you can define the user name and password for administration of hotel functions. The administrator at the reception can view and modify the "Room Status" area.

Room Status

Hotel Rooms

General

Basic Settings

Web Access Username

Web Access Password

••••••

Reception

1st Number

No number selected

2nd Number

No number selected

Wake-up Settings

Duration

30

Seconds (1 to 99 Seconds)

Number of Repetitions

0

Repeat after

3

Minutes

Wake-up Announcement selectable

☐ Enabled

Default Wake-up Announcement

MOH Intern 1

Communication Costs

Charge Rate Factor/Currency

0,00

Conversion Factor

1,00

Header Text

Footer Text

OK

Cancel

Fig. 59: Applications -> Hotel Functions -> General

The menu **Applications -> Hotel Functions -> General** includes the following fields:

Fields in the General Basic Settings menu

Field	Description
Web Access Username	Enter a user name for the user at the reception. The latter thus gains access to your system's reception functions.
Web Access Password	Enter a password for the user at the reception.

Fields in the Reception menu


Field	Description
1st Number	Select the first internal telephone number for the reception.
2nd Number	Select the second internal telephone number for the reception, if applicable.

Fields in the Wake-up Settings menu

Field	Description
Duration	<p>Enter the time during which a wake-up call shall be signalled to the guest.</p> <p>The default value is <i>30</i>.</p>
Number of Repetitions	<p>Enter the number of repetitions for the wake-up call. Possible values are <i>1</i> to <i>5</i>. The default value is <i>1</i>.</p>
Repeat after	<p>Enter the time after which a wake-up call to the guest should be renewed (if he/she has accepted the first, there are no more wake-up calls).</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>No repeat</i></li><li>• <i>1</i> to <i>5</i></li></ul> <p>The default value is <i>3</i>.</p>
Wake-up Announcement selectable	<p>Select whether the reception telephone may individually set the wake-up announcement/music-on-hold for every wake-up call to be configured.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p>
Default Wake-up Announcement	<p>Select the wake-up announcement to be used by default for wake-up calls.</p> <p>All preset and additionally-loaded Wave Files in the system can be selected.</p>

Fields in the Communication Costs menu

Field	Description
Charge Rate Factor/ Currency	Displays the system-wide exchange rate and currency. These values are configured under <b>System Management -&gt; Global Settings -&gt; System</b> .
Conversion Factor	Enter by which cost factor an external call shall be multiplied.
Header Text	Enter your own text with a maximum of 78 characters. This text is printed as a header over every bill of charges. If you leave the text field empty, no header is printed.
Footer Text	Enter your own text with a maximum of 78 characters. This text is printed as a footer under every bill of charges. If you leave the text field empty, no footer is printed.

 **Note**

System printer connection data:

- Baud rate 9600
- Data bits: 8
- Parity None
- RTS /CTS unused
- Xon / Xoff unused

These data are permanently set and cannot be altered!

## 12.6 Mini Call Center

The mini call centre is an integrated call centre solution for up to 16 agents. It provides the ideal solution for small groups with high dynamic telecommunication volumes (e.g insides sales, support, order acceptance/processing, customer service). Here, a specific solution with its own administrator has been integrated. The mini call centre is characterised by:

- Flexible allocation of agents and lines
- Dynamic adaptation according to call volume
- Call allocation with off-time for the agent
- Statistical data for agents and lines.

### 12.6.1 Status

You define mini call centre functions in the **Applications -> Mini Call Center -> Status** menu.

#### 12.6.1.1 Lines

In the **Lines** area, you can view the current status of lines and logged-in agents, along with associated statistics.



Fig. 60: Applications -> Mini Call Center -> Status -> Lines

The **Applications -> Mini Call Center -> Status -> Lines** menu includes the following fields:

#### Fields in the Lines menu

Field	Description
Line	Displays the mini call centre line.
Agents assigned	Displays the number of agents assigned to this line.
Agents logged on	Displays the number of agents logged-in on this line.
Agents in Wrap-up	Displays the number of agents in post-processing time.
Active Calls	Displays the number of active connections.
Waiting Calls	Displays the number of waiting incoming calls.
Accepted calls today	Displays the current number of accepted calls for this day.
Lost Calls Today	Displays the current number of missed calls for this day.

12.6.1.2 Agents

In the **Agents** area, you can view the current status of agents, along with associated statistics.



Fig. 61: Applications -> Mini Call Center -> Status -> Agents


The **Applications -> Mini Call Center -> Status -> Agents** menu includes the following fields:

Fields in the Agents menu

Field	Description
Agent	Displays the agent description.
Logged on	Displays whether the agent is logged in.
Wrap-up	Displays whether the agent is in post-processing time.
Status	Displays the agent connection status.
Calls Today	Displays this agent's number of accepted calls for this day.
Connection Time Today	Displays this agent's connection time for this day.

12.6.2 Lines

In the **Applications -> Mini Call Center -> Lines** menu the lines are assigned to external and internal numbers.

Choose the  icon to edit existing entries. Select the **New** button to create new entries.

12.6.2.1 General

In the **General** area, you perform basic settings for a line.

StatusLinesAgentsGeneral

x (999)

GeneralVariant 1Variant 2Variant 3Variant 4Log on / Log off

Basic Settings

Description

External Number

Internal Number

Further Settings

Switch call signalling

Active Variant

Advanced Settings

Advanced Settings

Team Speed Timer

Apply

Back

Fig. 62: Applications -> Mini Call Center -> Lines -> General

The **Applications -> Mini Call Center -> Lines -> General** menu includes the following fields:

Fields in the General Basic Settings menu

Field	Description
Description	Enter a description for the line.
External Number	Select a number configured as mini call centre for the external connection of this call centre line.
Internal Number	Enter the desired internal number for this line.

Fields in the Further Settings menu

Field	Description
Switch call signalling	Select whether the call options for this line shall be switched over a configured calendar and, if so, over which.  Possible values:

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Field	Description
	<ul style="list-style-type: none"><li>• <i>No calendar, only manually</i></li><li>• <i>&lt;Calendar&gt;</i></li></ul>
Active Variant	Select which call option shall be enabled by default after configuration for this line.

The **Advanced Settings** menu consists of the following fields:

**Fields in the Advanced Settings menu**

Field	Description
Team Speed Timer	Enter the time after which call forwarding to the next free agent assigned to this line shall occur.

12.6.2.2 Variant 1 - 4

In the area **Variant 1 - 4** you set up call options for the mini call centre.

StatusLinesAgentsGeneral

x (999)

GeneralVariant 1Variant 2Variant 3Variant 4Log on / Log off

Settings

Automatic Call Pick-up with

☐ Enabled

MOH Intern 1

Further Reroutings

Rerouting on no response

None

Time until rerouting: 10 Seconds

Further Rerouting

Off

Apply

Back

Fig. 63: Applications -> Mini Call Center -> Lines -> Option

The **Applications -> Mini Call Center -> Lines -> Option 1 -4** menu includes the following fields:

**Fields in the Variant 1 - 4 Settings menu**

Field	Description
Automatic Call Pick-up with	Select whether an incoming call shall be automatically accepted and, if so, with which announcement or melody.

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iFlash-3, iFlash-6



Field	Description
	<p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p> <p>Select the Wave file to be used for the call acceptance. All pre-set and additionally-loaded Wave Files in the system can be selected.</p>

Fields in the Variant 1 - 4 Further Reroutings menu

Field	Description
Rerouting on no response	<p>Select whether and, if so, with which option an incoming call shall be redirected after the entered time.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>None</i>: There shall be no redirect on no-reply..</li><li>• <i>&lt;Team&gt;</i>: The incoming call is forwarded to the selected team after the time specified in <b>Time until rerouting</b>.</li></ul>
Further Rerouting	<p>Select additional redirect functions. You must first set these up in <b>Call Routing -&gt; Incoming Services -&gt; Rerouting Functions</b>. Then, the following values may be selected:</p> <ul style="list-style-type: none"><li>• <i>Off</i>: No additional redirect functions.</li><li>• <i>Immediately</i>: Immediately transfers the call according to a configured redirect function .</li><li>• <i>On busy</i>: Transfers the call according to a configured redirect function on busy.</li></ul>
Rerouting Function	Select a configured redirect option for redirect immediately.
Rerouting Function	Select a configured redirect option for redirect on busy.
Busy when	Select from how many busy agents the lines shall be considered busy.

12.6.2.3 Log on / Log off

In the **Log on / Log off** area, select which of the assigned agents shall be logged into the line.

StatusLinesAgentsGeneral

x (999)

GeneralVariant 1Variant 2Variant 3Variant 4Log on / Log off

Basic Settings

Numbers

Status

Apply

Back

Fig. 64: Applications -> Mini Call Center -> Lines -> Log on / Log off

The **Applications -> Mini Call Center -> Lines -> Log on / Log off** menu includes the following fields:

Fields in the Lines Log on / Log off menu

Field	Description
Numbers	Displays the internal number and description of the assigned agent.
Status	Select whether the agent is logged into the line.  The agent is logged in by selecting <i>Logged on</i> .

12.6.3 Agents

In the **Applications -> Mini Call Center -> Agents** menu lines are assigned to the agents. An agent can operate one or more mini call centre lines.

12.6.3.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to create new entries.

StatusLinesAgentsGeneral

Basic Settings

User

Default User

Internal Number

No free Extension Available

OK

Cancel

Fig. 65: Applications -> Mini Call Center -> Agents -> Edit/New

The **Applications -> Mini Call Center -> Agents -> Edit/New** menu includes the following fields:

**Fields in the Agents Basic Settings menu**

Field	Description
User	Select the configured user who shall serve as a call centre agent. Configure the required users in the <b>Numbering -&gt; User Settings -&gt; Users</b> menu.
Internal Number	Select the user's internal number to be used for the call centre.

**Fields in the Agents Assigned Lines menu**

Field	Description
Select lines	Select the lines for which the agent shall be responsible. Under <b>Assign</b> select whether the entry should be enabled.

**Fields in the Agents Wrap-up Settings menu**

Field	Description
Wrap-up	Enter the time available to this agent for post-processing after concluding a call. No further call can be assigned to this agent during this period. The agent has the option of temporarily extending the period with a telephone procedure.

12.6.4 General

In the **Applications -> Mini Call Center -> General** menu you can set up an HTML web interface access for the mini call centre manager. The latter can then monitor the status of lines and agents, and modify the settings for lines and agents.



Fig. 66: **Applications -> Mini Call Center -> General**

The **Applications -> Mini Call Center -> General** menu includes the following fields:


Fields in the General Basic Settings menu

Field	Description
Web Access Username	Enter a user name for the mini call centre administrator. When a user logs into the user interface under this name, he/she has access to the user interface with selected parameters for administration of the call centre.
Web Access Password	Enter a password for the mini call centre administrator.

12.7 Doorcom Units

You can connect a door intercom as an intercom adapter to an analogue connection of your system.

If a door intercom adapter is connected to your system, you can speak with a visitor at the door from every authorised telephone. You can assign particular telephones to each ring button. These phones then ring if the ring button is pressed. On analogue telephones, the signal on the telephone matches the intercom call. In place of the internal telephones, an external telephone can also be configured as the call destination for the ring button. Your door intercom can have up to 4 ring buttons. The door opener can be pressed during an intercom call. It is not possible activate the door opener if an intercom call is not taking place.


**Note**

All functions of the door intercom (intercom adapter) are controlled via the code numbers indicated in the intercom user's manual. The system does not support the intercom with specific codes.

12.7.1 Doorcom Units

In the **Applications -> Doorcom Units -> Doorcom Units** menu, select the internal analogue connection (FXS) to which an intercom adapter shall be connected. Then dial the internal number for the connection, and optionally the codes for call acceptance.

12.7.1.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to create new entries.

Doorcom Units

Doorcom Signalling

Basic Settings

Interface

Module Slot 2/6 FXS

Internal Number

No free Extension Available

Code for Doorcom Call Acceptance

OK

Cancel

Fig. 67: Applications -> Doorcom Units -> Doorcom Units -> Edit/New

The **Applications -> Doorcom Units -> Doorcom Units -> Edit/New** menu includes the following fields:

Fields in the Doorcom Units Basic Settings menu

Field	Description
Interface	Select the interface to which an intercom adapter shall be connected. All free FXS interfaces are available.
Internal Number	Select the configured internal number to be assigned to the intercom adapter. Configure the number in the <b>Numbering -&gt; User Settings -&gt; Users</b> menu.
Code for Doorcom Call Acceptance	Pressing a bell button on the intercom sets off a call in the system. To establish a connection between a called subscriber and the intercom adapter, that subscriber must pick up the receiver and dial the code number for call acceptance. Enter this code for call acceptance. If a subscriber accepts a call from the intercom adapter, the PABX automatically dials the code number required to set up the connection. The subscriber need not make any more entries.

12.7.2 Doorcom Signalling

In the **Applications -> Doorcom Units -> Doorcom Signalling** menu, you configure the signalling options for call acceptance over a TFA adapter. Two intercom call options are available.

The code number for the bell button is the number the intercom adapter dials into the system when the bell button is pressed. You can perform an internal call allocation for each bell button. Please note that guidelines for connecting the intercom adapter depend on the respective manufacturer. For this, read the operating instructions provided by the manu-

facturer of the intercom adapter.

12.7.2.1 General

In the **General** area you set up the basic features of intercom signalling.

Doorcom Units

Doorcom Signalling

Basic Settings 1

General

Doorcom Signalling Variant 1

Doorcom Signalling Variant 2

Basic Settings

Description

Doorcom Terminal 1

Bell ID

Bell Name

Switch signalling

No calendar, only manually

Active Doorcom Variant

Signalling Variant 1

Advanced Settings

Timer Settings

Call Signalisation Timer

40

Seconds

Team Speed Timer

15

Seconds

Simultaneous on no response

60

Seconds

Apply

Back

Fig. 68: Applications -> Doorcom Units -> Doorcom Signalling -> General

The **Applications -> Doorcom Units -> Doorcom Signalling -> General** menu includes the following fields:

Fields in the General Basic Settings menu

Field	Description
Description	Select one of the configured intercom settings previously created in the <b>Applications -&gt; Doorcom Units -&gt; Doorcom Units</b> menu.
Bell ID	Enter an unambiguous four-digit code for the bell. Pressing a bell button on the intercom adapter initiates a call to the terminals entered in the assigned intercom call option.
Bell Name	Enter a name for the bell.

Field	Description
Switch signalling	<p>Select whether the intercom call options for this bell shall be switched over a configured calendar and, if so, over which. For each bell, you can create up to two intercom options in the <b>Applications -&gt; Doorcom Units -&gt; Doorcom Signalling -&gt; New/Edit -&gt; Doorcom Signalling Variant 1-2</b> menu.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>No calendar, manual only</i></li><li>• <i>&lt;Calendar&gt;</i></li></ul>
Active Doorcom Variant	Select which intercom call option shall be enabled by default for this bell after configuration.

The **Advanced Settings** menu consists of the following fields:

**Fields in the Advanced Settings menu**

Field	Description
Call Signalisation Timer	Enter the time in seconds how long the doorcom call is being signalled. The default value is 40 seconds.
Team Speed Timer	Here, enter the <b>Team Speed Timer</b> following which call forwarding after time shall be performed. The default value is 15 seconds.
Simultaneous on no response	<p>There is the option for all numbers assigned internally to this doorcom signalling to be simultaneously called after a defined period.</p> <p>The default value is 60 seconds.</p>

**12.7.2.2 Doorcom Signalling Variant 1 and 2**

In the **Doorcom Signalling Variant 1 and 2** area you configure both intercom call options for this signalling profile.

Doorcom Units

Doorcom Signalling

Doorcom Terminal 1

General

Doorcom Signalling Variant 1

Doorcom Signalling Variant 2

Basic Settings

Assignment

☒ Internal

☐ External

Internal Assignment

Numbers

Add

Signalling

Simultaneous

Apply

Back

Fig. 69: Applications -> Doorcom Units -> Doorcom Signalling -> Doorcom Signalling Variant 1 and 2

The Applications -> Doorcom Units -> Doorcom Signalling -> Doorcom Signalling Variant 1 and 2 menu includes the following fields:

Fields in the Doorcom Signalling Variant 1 and 2 Basic Settings menu

Field	Description
Assignment	Select where pressing of the bell button shall be signalled.  Possible values: <ul style="list-style-type: none"><li><i>Internal</i>: Signalling occurs on an internal number.</li><li><i>External</i>: Signalling occurs on an external number.</li></ul>
Internal Assignment	Select the internal numbers on which pressing of the door bell shall be signalled. With <b>Add</b> you add an internal number.
External Assignment	Enter the external telephone number to which pressing the door bell shall be signalled.
Signalling	You can call the internal number with a broadcast call.  Possible values: <ul style="list-style-type: none"><li><i>Simultaneous</i>(by default): All assigned terminals are called simultaneously. If a telephone is busy, call waiting can be used.</li><li><i>Linear</i>: All assigned terminals are called in the sequence of their entry in configuration. If a terminal is engaged, the next free terminal is called. The call is signalled ca. 15 seconds per subscriber. The period can be set between 1 and 99</li></ul>



Field	Description
	<p>seconds (per bell) in the configuration. If subscribers are on the phone or logged out, there is not forwarding time for these.</p> <ul style="list-style-type: none"><li>• <i>Rotating</i>: This call is a special case of the linear call. After all terminals are called, call signalling begins again with the first entered terminal. The call is signalled until the caller replaces the receiver or the call is ended by the intercom adapter (after ca. 2 minutes).</li><li>• <i>Adding</i>: The terminals are called in the sequence of their entry in the configuration subscriber list. Every terminal that has already been called is called again, until all entered terminals are called. In the configuration, you can define when each next terminal is called.</li><li>• <i>Linear, Simultaneous on No Reply</i>: You've set the intercom call to linear. After the defined time has run out, you can also set in the configuration that all team subscribers are then called in parallel (simultaneously).</li><li>• <i>Rotating, Simultaneous on No Reply</i>: You've set the intercom call to rotating. After the defined time has run out, you can also set in the configuration that all intercom subscribers are then called in parallel (simultaneously).</li></ul>

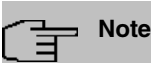
12.8 Voice Mail System

The voicemail system is an intelligent answering machine for the extensions of your **iFlash**. An individual voicemail box can be configured for each extension. All subscribers can hear, save or delete their messages from any telephone using a personal PIN code.

Subscribers can have themselves informed of incoming e-mails. Recorded messages can be automatically transferred to any e-mail address.


General settings of the voicemail system are performed on your **iFlash**. Operation of the individual voicemail boxes occurs via telephone.

Every subscriber can use her individual voicemail box by transferring calls to her voice-mail box.




Note

A maximum of 120 voice mail boxes can be used.



**Note**

If you wish to use a voicemail box, you'll need an installed SD card.



**Note**

Before using a voicemail box, you must load the required folder structure with the announcement texts on the SD card (see *Software & Configuration* on page 187) via the **Maintenance -> Software & Configuration** menu.

12.8.1 Voice Mail Boxes

In the **Applications -> Voice Mail System -> Voice Mail Boxes** menu, a list of the individual voicemail boxes for specific subscribers is displayed, insofar as voicemail boxes have been configured.




Fig. 70: Applications -> Voice Mail System -> Voice Mail Boxes

Values in the System Messages list

Field	Description
Internal Number	Displays the number of the individual subscriber for which the voicemail box is configured.
User	Displays the name of the individual subscriber for which the voicemail box is configured.
Language	Displays the language of the announcement text on the voice-mail box. <i>Default</i> means that the centrally-set language, defined for the entire voicemail system in the <b>Applications -&gt; Voice Mail System -&gt; General</b> menu is used.
Notification	Indicates whether the subscriber is informed of missed calls.

Field	Description
Active Variant	Indicates the current state of the voicemail box <i>In the Office</i> or <i>Out of office</i> .
Licence Allocation	Indicates whether a licence is currently assigned to a voicemail box. The maximum number of 120 voice mail boxes is controlled by an integrated license mechanism.

12.8.1.1 Edit/New

Choose the  icon to edit existing entries. Select the **New** button to create new entries.

Voice Mail Boxes

Status

General

Basic Settings

Internal Number

Select one

Voice Mail Language

Default

E-Mail Address (from User Settings)

E-Mail Notification

☒ None ☐ E-Mail ☐ E-Mail with Attachment

Max Recording Time

180 Seconds

Calendar for status "Out of Office"

No calendar, only manually

User Settings

Status of Mail Box Owner

In the Office

Check PIN

☒ Enabled

Mode for status "In the Office"

Announcement and Record

Mode for status "Out of Office"

Announcement only

OK



Cancel

Fig. 71: Applications -> Voice Mail System -> Voice Mail Boxes -> Edit/New

The **Applications -> Voice Mail System -> Voice Mail Boxes -> Edit/New** menu includes the following fields:

Fields in the Voice Mail Boxes Basic Settings menu

Field	Description
Internal Number	Select the internal number of the subscriber for which you wish to set up a voicemail box. You may choose among the numbers configured in the <b>Numbering -&gt; User Settings -&gt; Users</b> menu.
Voice Mail Language	Select the desired language for the voicemail box announce-

Field	Description
	<p>ments.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Standard</i> (default value): The voicemail box uses the language centrally defined for the entire voicemail system in the <b>Applications -&gt; Voicemail -&gt; General</b> menu.</li><li>• <i>German</i>: The voicemail box uses German texts.</li><li>• <i>English</i>: The voicemail boxe uses English texts.</li></ul> <div><b>Note</b><p>You'll only require a setting that departs from <i>Default</i> if you wish to operate voicemail boxes with various languages within your voicemail system.</p></div>
E-Mail Address (from User Settings)	<p>Here is displayed the user e-mail address to which a notification shall be sent if a message has been left on the voicemail box. The E-mail address is saved in the <b>Numbering -&gt; User settings -&gt; User -&gt; Basic Settings</b> menu.</p>
E-Mail Notification	<p>Once a message has been left on the voicemail box, the subscriber can be notified.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>None</i> (default value): The subscriber is not notified.</li><li>• <i>E-Mail</i>: The subscriber is informed of a present message via e-mail.</li><li>• <i>E-Mail with Attachment</i>: Once a caller has left a message, the subscriber receives an e-mail with a recording of the message in the attachment.</li></ul> <div><b>Note</b><p>Even if a subscriber chooses to be informed of a message via e-mail, the call retains the <i>new</i>status.</p></div>
Max Recording Time	<p>Enter the maximum recording time per message. Possible val-</p>

Field	Description
	ues are 5 to 300 seconds, the default value is 180seconds.
Calendar for status "Out of Office"	<p>When the subscriber is out, the voicemail box can be switched over a calendar.</p> <p>If a calendar is used, it must be configured in the <b>Applications</b> -&gt; <b>Calendarmenu</b>, with the setting <b>Application</b> = <i>Voice Mail System</i>.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>No calendar, only manually</i> (default value): The subscriber can manually switch the voicemail box on and off.</li><li>• <i>&lt;Calendar&gt;</i>: Using the selected calendar, the voicemail box can be switched on or off at the times defined there.</li></ul>

Fields in the Voice Mail Boxes User Settings menu

Field	Description
Status of Mail Box Owner	<p>Define in which mode the mailbox shall be used when starting the voicemail system.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>In the Office</i> (default value): Select this setting if the subscriber is in the office when the voicemail system is started.</li><li>• <i>Out of Office</i>: Select this setting if the subscriber is out of office when the voicemail system is started.</li></ul>
Check PIN	<p>Select whether the currently configured voicemail box should be protected with a PIN.</p> <p>The function is activated with <i>Enabled</i>.</p> <p>The function is enabled by default.</p>
Mode for status "In the Office"	<p>The voicemail box can be operated with two different settings during office hours.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Announcement and Recording</i> (Default value): A caller hears an announcement and can leave a message.</li></ul>

Field	Description
	<ul style="list-style-type: none"><li>• <i>Announcement only</i>: A caller hears an announcement, but cannot leave a message.</li></ul>
Mode for status "Out of Office"	<p>The voicemail box can be operated with two different settings outside of office hours.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Announcement only</i> (default value): A caller hears an announcement, but cannot leave a message.</li><li>• <i>Announcement and Recording</i>: A caller hears an announcement and can leave a message.</li></ul>

12.8.2 Status

The status of the individual voicemail boxes for specific subscribers is indicated in the **Applications -> Voice Mail System -> Status** menu. You can see how many calls have gone into which voicemail box, and how many "old" calls are already present.



Fig. 72: Applications -> Voice Mail System -> Status

Values in the System Messages list

Field	Description
Internal Number	Displays the number of the individual subscriber for which the voicemail box is configured.
User	Displays the name of the individual subscriber for which the voicemail box is configured.
New Calls	Displays the calls which have not yet been listened to by the subscriber.
Old Calls	Displays the calls which have already been listened to by the subscriber.

12.8.3 General

In this menu, you can configure the general settings for your voicemail system.

Voice Mail BoxesStatusGeneral

Basic Settings

Voice Mail System

☒Enabled

Description

Internal Number

Language

Deutsch

Mail Settings

SMTP Server

SMTP Server Port

25

Return Address

SMTP User Name

SMTP Password

OK

Cancel

Fig. 73: Applications -> Voice Mail System -> General

The menu **Applications -> Voice Mail System -> General** includes the following fields:

Fields in the General Basic Settings menu

Field	Description
Voice Mail System	Select whether to activate your voicemail system.  The function is activated with <i>Enabled</i> .  The function is disabled by default.
Description	Only enabled for <b>Voice Mail System</b> .  Enter a description for your voicemail system. This description will be displayed in the calling phone when the voicemail system is called.
Internal Number	Only enabled for <b>Voice Mail System</b> .  Enter the internal number under which to access your voicemail system.

Field	Description
Language	<p>Select the language for the entire voicemail system.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>German</i> (default value)</li><li>• <i>English</i></li></ul> <p>Departing from the language set here, a language can be individually specified for each voicemail box in the <b>Applications</b> -&gt; <b>Voice Mail System</b> -&gt; <b>Voice Mail Boxes</b> -&gt; <b>New/Edit</b> menu.</p>

Fields in the General Mail Settings menu

Field	Description
SMTP Server	Enter the address (IP address or valid DNS name) of the e-mail server to be used for sending the e-mails.
SMTP Server Port	<p>Enter the port to be used for sending e-mails.</p> <p>The default value is <i>25</i>.</p>
Return Address	Enter any address to be used as sender when sending e-mails. This address merely serves to identify e-mails in the inbox.
SMTP User Name	Enter the user name for the SMTP server.
SMTP Password	Enter the password for the SNMP server user.



# Chapter 13 Maintenance

This menu provides you with numerous functions for maintaining your device. It firstly provides a menu for testing availability within the network. You can manage your system configuration files. If more recent system software is available, you can use this menu to install it. If you require additional languages for the configuration interface, or wish to use a voicemail system, you can import the corresponding files. You can also trigger a system reboot in this menu.

## 13.1 Diagnostics

In the **Maintenance -> Diagnostics** menu, you can test the accessibility of individual hosts, the resolution of domain names and certain routes.

### 13.1.1 Ping Test



Fig. 74: Maintenance -> Diagnostics -> Ping Test

You can use the ping test to check whether a certain host in the LAN, or an Internet address, can be reached. The **Output** field shows the ping test messages. The ping test is started by entering the IP address to be tested in **Send Ping Request to Address** and clicking on the **Go** button.

### 13.1.2 DNS Test

Ping TestDNS TestTraceroute Test

DNS Test

DNS Address

Output

Go

Fig. 75: Maintenance -> Diagnostics -> DNS Test

The DNS test is used to check whether the domain name of a particular host is correctly resolved. The **Output** field shows the DNS test messages. The DNS test is started by entering the domain name to be tested in **DNS Address** and clicking on the **Go** button.

### 13.1.3 Traceroute Test

Ping TestDNS TestTraceroute Test

Traceroute Test

Traceroute Address

Output

Go

Fig. 76: Maintenance -> Diagnostics -> Traceroute Test

You use the traceroute test to display the route to a particular address (IP address or do-

main name), if this can be reached. The **Output** field shows the traceroute test messages. The traceroute test is started by entering the address to be tested in **Traceroute Address** and clicking on the **Go** button.

## 13.2 Software & Configuration

### 13.2.1 Options

You can use this menu to manage the software version of your device, your configuration files and the language of the **Funkwerk Configuration Interface**, along with voicemail system announcements.

Your device contains the version of the system software available at the time of production. More recent versions may have since been released. You may therefore need to carry out a software update.

Every new system software includes new features, better performance and any necessary bugfixes from the previous version. You can find the current system software at [www.funkwerk-ec.com](http://www.funkwerk-ec.com). The current documentation is also available here.



#### Important

If you want to update your software, make sure you consider the corresponding release notes. These describe the changes implemented in the new system software.

The result of an interrupted update (e.g. power failure during the update) could be that your gateway no longer boots. Do not turn your device off during the update.

An update of BOOTmonitor and/or Logic is recommended in a few cases. In this case, the release notes refer expressly to this fact. Only update BOOTmonitor or Logic if Funkwerk Aphona Communications GmbH explicitly recommends this.

### Flash

Your device saves its configuration in configuration files in the flash EEPROM (Electrically Erasable Programmable Read Only Memory). The data even remains stored in the flash when your device is switched off.

RAM

The current configuration and all changes you set on your device during operation are stored in the working memory (RAM). The contents of the RAM are lost if the device is switched off. If you modify your configuration and wish to keep these changes for the next time you start your device, you must save the modified configuration in the flash memory: the **Save Configuration** button via the navigation area of the **Funkwerk Configuration Interfaces**. This configuration is then saved in the flash in a file with the name *boot*. When you start your device, the *boot* configuration file is used by default.

Operations

The files in the flash memory can be copied, moved, erased and newly created. It is also possible to transfer configuration files between your device and a host via HTTP.

Options

Currently Installed Software	
BOSS	V.7.9 Rev. 1 from 10/07/27 19:08:19
System Logic	0.1
Software and Configuration Options	
Action	<div>No Action</div>

Go

Fig. 77: Maintenance -> Software & Configuration -> Options

The **Maintenance -> Software & Configuration -> Options** menu consists of the following fields:

Fields in the menu Options Currently Installed Software

Field	Description
BOSS	Shows the current software version loaded on your device.
System Logic	Shows the current system logic loaded on your device.

Fields in the Options Software and Configuration Options menu

Field	Description
Action	Select the action you wish to execute.  After each task, a window is displayed showing the other steps that are required.

Field	Description
	<p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>No action</i> (default value):</li><li>• <i>Import configuration</i>: select a configuration file you wish to import in <b>File Name</b>. Note: by clicking <b>Go</b> the file is first loaded on the device's flash memory under the name <i>boot</i> . You must restart the device to enable it.</li><li>• <i>Import Language</i>: You can import other language versions of the <b>Funkwerk Configuration Interfaces</b> into your device. You can download the files to your PC from the download area at <a href="http://www.funkwerk-ec.com">www.funkwerk-ec.com</a> and from there import them to your device. This file contains the folder structure and the announcement texts of the voicemail system. It is automatically unpacked and the texts are loaded onto the SD card.</li><li>• <i>Import voice mail wave files</i>: (Only displayed if an SD card is inserted.) In <b>Filename</b>, select the <i>vms_wavfiles.zip</i> file you wish to import. You can download the current file to your PC from the download area at <a href="http://www.funkwerk-ec.com">www.funkwerk-ec.com</a> and from there import it to your device. This file contains the folder structure and the announcement texts of the voicemail system. It is automatically unpacked and the texts are loaded onto the SD card.</li><li>• <i>Update System Software</i>: You can start an update of the system software, the ADSL logic and the BOOTmonitor.</li><li>• <i>Export Configuration</i>: The configuration file <b>Current Filename in Flash</b> is transferred to your local host. If you click on the <b>Go</b> button, a dialog box is shown, in which you can select the storage location on your PC and enter the desired file name.</li></ul> <p>The exported file contains all configuration data, including all preshared keys and passwords.</p> <ul style="list-style-type: none"><li>• <i>Export Configuration with State Information</i> : The active configuration from the RAM is transferred to your local host. If you click on the <b>Go</b> button, a dialog box is shown, in which you can select the storage location on your PC and enter the desired file name.</li></ul> <p>The exported file contains all configuration data, including preshared keys and passwords (except the administrator</p>

Field	Description
	<p>password and some connection passwords), along with all current status information.</p> <ul style="list-style-type: none"><li>• <i>Copy</i>:The configuration file in the <b>Source File Name</b> field is saved as <b>Destination file name</b>.</li><li>• <i>Rename</i>: The configuration file in the <b>Select File</b> field is re-named as <b>New Filename</b>.</li><li>• <i>Delete configuration</i>: The configuration file in the <b>Select File</b> field is deleted.</li><li>• <i>Delete file</i>: The file in the <b>Select File</b> field is deleted.</li></ul>
Configuration Encryption	<p>Only for <b>Operation</b> = <i>Import configuration, Export configuration</i></p> <p>To protect the exported configuration files and the passwords they contain from unauthorised access, you can decide whether the data of the selected <b>Operation</b> are to be encrypted.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p> <p>If the function is enabled, you can enter a <b>Password</b> in the text field.</p>
Filename	<p>Only for <b>Action</b> = <i>Import configuration, Import language, import voicemail system, Update system software</i>. Enter the path and name of the file or select the file with <b>Browse...</b> via the explorer/finder.</p>
Source Location	<p>Only for <b>Action</b> = <i>Update system software</i></p> <p>Select the source for the update.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Local File</i> (default value): The system software file is stored locally on your PC.</li><li>• <i>HTTP Server</i>: The file is stored on a remote server specified in the <b>URL</b>.</li><li>• <i>Current software from Funkwerk server</i>: The file is located on the official Funkwerk update server.</li></ul>


Field	Description
URL	Only for <b>Source</b> = <i>HTTP server</i> Enter the URL of the update server from which the system software file is loaded.
Current File Name in Flash	For <b>Action</b> = <i>Export configuration</i> Choose the configuration file to be exported.
Include certificates and keys	For <b>Action</b> = <i>Export configuration</i> .  Select whether certificates and certificate keys should also be included when exporting the configuration.  The function is activated by selecting <i>Enabled</i> .  The function is enabled by default.
Source File Name	Only for <b>Operation</b> = <i>Copy</i>  Select the source file to be copied.
Destination File Name	Only for <b>Operation</b> = <i>Copy</i>  Enter the name of the copy.
Select File	Only if <b>Operation</b> = <i>Rename, Delete configuration or Delete file</i>  Select the file or configuration to be renamed or deleted.
New File Name	Only for <b>Operation</b> = <i>Rename</i>  Enter the new name of the configuration file.

## 13.3 Reboot

### 13.3.1 System Reboot

In this menu, you can trigger an immediate reboot of your device. Once your system has restarted, you must call the **Funkwerk Configuration Interface** again and log in.

Pay attention to the LEDs on your device. For information on the meaning of the LEDs, see the **Technical Data** chapter of the manual.



**Note**

Before a reboot, make sure you confirm your configuration changes by clicking the **Save Configuration** button, so that these are not lost when you reboot.

System Reboot

Do you really want to reboot the system now?

OK

Fig. 78: **Maintenance -> Reboot -> System Reboot**

If you want to restart your device, click on the **OK** button. The device will reboot.



# Chapter 14 Monitoring


This menu contains information that enables you to locate problems in your network and to monitor activities, e.g. at your system's interfaces, users, teams, internal protocols and Ethernet connections.

## 14.1 Status Information

This menu displays current settings for terminals and team subscribers. This data is continuously read out.

### 14.1.1 Users

In the **Monitoring -> Status Information ->Users** menu the current settings for a user's internal number (MSN) are displayed.

By pressing the  button, you display detailed statistics on the respective user.

UsersTeams

Extension Status	
Number	11
Name	
Current Class of Service	Default CoS
Terminal	
Charges	0,00
System Settings	
Parallel Ringing	Not configured
Call Forwarding	Off
Direct Call	Not activated
Room Monitoring	Off

Back

Fig. 79: Monitoring -> Status Information -> User

#### Values in the Users Extension status list

Field	Description
Number	Displays the user's internal number.
Name	Displays the name assigned to the user.


Field	Description
	If a voicemail system is enabled, <i>Voice Mail System</i> will be displayed.
Current Class of Service	Displays the authorisation class assigned to the user.
Terminal	Displays the interface assigned to this subscriber.
Charges	Displays calculated charges for accrued connection units.
Status	Displays the status of the interface to which the subscriber is connected.

Values in the Users System Settings list

Field	Description
Parallel Ringing	Displays whether parallel call is set up for the user.
Call Forwarding	Displays current call forwarding for this user.
Do not Disturb	Displays whether call waiting protection is set up for the user. (Only for system telephones)
Call Waiting	Displays whether call waiting is allowed for internal and/or external calls.
Direct Call	Displays whether direct call on receiver pickup is configured for the user.
Room Monitoring	Displays whether room monitoring is enabled for the user.
Announcement	Displays whether the announcement is allowed for the user.
Doorcom Access	Displays whether simplex operation is allowed for the user.
Automatic call acceptance	Displays whether automatic call acceptance is configured for the user.

14.1.2 Teams

In the **Monitoring-> Status Information ->Teams** menu, current settings for the teams are displayed.

By pressing the  button, you display detailed statistics for the respective team.

Users

Teams

Team Status	
Name	test
Number	123
Users assigned/Users logged on	0 / 0
Call Forwarding	Disabled
System Settings	
Active Variant	Signalling 1
Switch call signalling	Manually
Signalling	Simultaneous
Busy on busy	Disabled
Automatic Call Pick-up	No
Rerouting on no response	None after 10 Seconds
Further Rerouting	Off

Advanced Settings

Further Information	
Assigned Users	

Back

Fig. 80: Monitoring -> Status Information-> Teams->

Values in the Team status list

Field	Description
Name	Displays the name assigned to the team.
Number	Displays the team's internal number.
Users assigned/Users logged on	Displays the users assigned to the team, and how many of these users are logged in.
Call Forwarding	Displays current call forwarding for this team.

Values in the System settings list

Field	Description
Active Variant (Day)	Displays the currently enabled call option for this team.
Switch call signalling	Displays whether the call option can be switched manually, over the calendar or manually and over the calendar.
Signalling	Displays the type of call signalling in the team.
Busy on busy	Displays whether busy on busy is configured for the team.
Automatic Call Pick-up	Displays whether automatic call acceptance is configured, and which melody is played.
Rerouting on no re-	Displays whether redirect After time is enabled and, if so, the

Field	Description
sponse	time period after which it occurs and the destination team.
Further Rerouting	Displays which of the redirect functions are enabled and which subscriber is the redirect destination.

The **Advanced Settings** menu consists of the following fields:

### Values in the Advanced Settings list

Field	Description
Assigned Users	Displays all logged-in and logged-out subscribers in the team.

## 14.2 Internal Log

### 14.2.1 System Messages

In the **Monitoring -> Internal Log -> System Messages** menu, a list of all internally stored system messages is shown. Above the table you will find the configured **Maximum Number of Syslog Entries** and the configured **Maximum Message Level of Syslog Entries**. These values can be changed in the **System Management -> Global Settings -> System** menu.

System Messages

---

Automatic Refresh Interval  Seconds

Apply

Maximum Number of Syslog Entries

**50**

Maximum Message Level of Syslog Entries

**Information**

View  per page

Filter in

No.	Date	Time	Level	Subsystem	Message
1	2004-01-28	22:30:14	Information	HTTP	Timeout sid=1065854109
2	2004-01-28	21:59:13	Alert	Configuration	NCI Alert: ./.f./nci/app/loopobj.cpp-628: ERROR LoopObj::LoopObj name=wlanIfTable
3	2004-01-28	21:05:26	Debug	HTTP	httpd[17]: pem: unable to read key file
4	2004-01-28	21:05:26	Error	PPP	pppd, open tux (No such file or directory)
5	2004-01-28	21:05:26	Information	Configuration	system iflash-3 started at Wed Jan 28 21:05:26 2004
6	2004-01-28	21:05:26	Information	MPS	amd: [INF] audio: opened '/rd-0-0/FEC/ANM/051/AUDIO.WAV' fd=4
7	2004-01-28	21:05:26	Information	MPS	amd: [INF] audio: closing fd=4
8	2004-01-28	21:05:26	Information	MPS	amd: [INF] audio: opened '/rd-0-0/FEC/ANM/052/AUDIO.WAV' fd=4
9	2004-01-28	21:05:26	Information	MPS	amd: [INF] audio: closing fd=4
10	2004-01-28	21:05:26	Notice	MPS	amd: [MSG] version 1.1 (Jul 27 2010, 19:17:39) started
11	2004-01-28	21:05:26	Notice	MPS	bccd: [MSG] version 1.0 (Jul 27 2010, 19:17:30) started
12	2004-01-28	21:05:26	Information	INET	sshd: no hostkeys available -- exiting.
13	2004-01-28	21:05:23	Information	Configuration	use default configuration
14	2004-01-28	21:05:23	Error	Configuration	DEFFILE: wrong line 98 in file (wrong table)

Page: 1, Items: 1 - 14

**Fig. 81: Monitoring -> Internal Log -> System Messages**

Values in the list System Messages

Field	Description
Date	Displays the date of the record.
Time	Displays the time of the record.
Level	Displays the hierarchy level of the message.
Subsystem	Displays which subsystem of the device generated the message.
Message	Displays the message text.

14.3 Interfaces

14.3.1 Statistics

In the **Monitoring -> Interfaces -> Statistics** menu, the current values and activities of all device interfaces are shown.

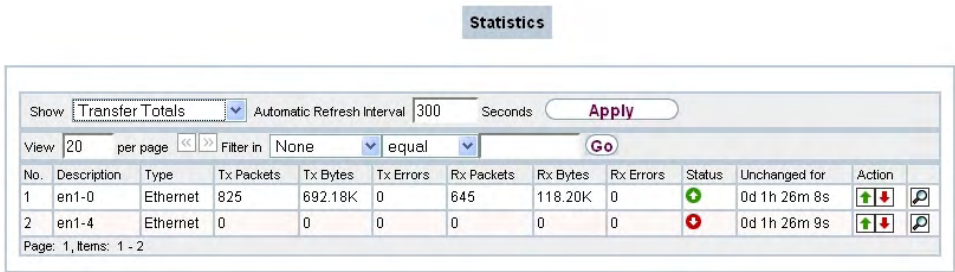


Fig. 82: **Monitoring -> Interfaces -> Statistics**

You change the state of the interface by pressing the button or button in the **Action** column. Press the button to display the statistical data for the individual interfaces in detail.

Values in the list Statistics

Field	Description
Description	Displays the name of the interface.
Type	Displays the interface text.
Tx Packets	Shows the total number of packets sent.
Tx Bytes	Displays the total number of octets sent.
Tx Errors	Shows the total number of errors sent.

Field	Description
Rx Packets	Shows the total number of packets received.
Rx Bytes	Displays the total number of bytes received.
Rx Errors	Shows the total number of errors received.
State	Shows the operating status of the selected interface.
Unchanged for	Shows the length of time for which the operating status of the interface has not changed.
Action	Enables you to change the status of the interface as indicated.

## Chapter 15 User Access

The system administrator can set up an individual configuration access interface for the users. You, the user, can thus display your most important personal settings and individually customise some of these.

To log in to the configuration interface with your assigned access data, enter your **User name** and **Password** in the login window.

After successful login, the **Status** page is displayed. It includes an overview of your most important settings.

In the **Call Data Records** menu, you get a detailed overview of the calls you have conducted and accepted.

The **Settings** menu includes an overview of the current settings of performance features **Direct Call**, **Call Forwarding** and **Parallel Ringing**. You can individually customise these here. In addition, you can view general settings and customise access and contact data.

You can also view the settings of the **System Phones** assigned to you, and modify these to your needs.

In the **Voice Mail System** -> **Settings** menu, you'll see the current configuration of your individual voicemail box, as well as the number of messages present. You can modify several frequently used voicemail box parameters here. The **Voice Mail** -> **Messages** menu displays a detailed overview of all incoming calls.

### 15.1 Status

The **User access** -> **Status** menu displays the most important settings performed for you by the system administrator.

Status

User Data	
Name, First Name	Default User
Description	
Internal Numbers & Communication Cost	
11, büro	0,00
Further Settings	
Current Class of Service	Default CoS
Dialling Authorization	Unlimited
Allow manual trunk group selection	
Pick-up Group	0

Fig. 83: User Access -> Status

The **User Access -> Status** menu includes the following fields:

Values in the User Data list

Field	Description
Name, First Name	Displays the configured surname and name, if applicable, of your user.
Description	Displays the configured additional description for your user.

Values in the list Internal Numbers & Communication Cost

Field	Description
<Internal Number>	Displays the connection charges for the internal numbers assigned to your user.

Values in the Further Settings list

Field	Description
Current Class of Service	Displays the name of the authorisation class to which your user is assigned.
Dialling Authorization	<div>Displays the dial permission for your telephones. This derives from the setting for the corresponding user class.</div> <div>Possible values:</div> <ul style="list-style-type: none"><li><i>Unlimited</i>: The telephones have unlimited dialling authorisations and can initiate all connections.</li></ul>



Field	Description
	<ul style="list-style-type: none"><li>• <i>Domestic</i>: The telephones can initiate all calls except international calls. If a number starts with the code for international dialling, the number cannot be dialled.</li><li>• <i>Incoming</i>: The telephones can receive incoming external calls, but cannot initiate any external calls. Internal calls are possible.</li><li>• <i>Region</i>: The telephones cannot make any national or international calls. For this dial permission, 10 exception numbers allowing national or international dialling can be configured. An exception number can consist of complete call numbers or sections thereof (e.g. the first numerals).</li><li>• <i>Local</i>: The telephones can make local calls. National and international calls are not possible.</li><li>• <i>Internal</i>: The telephones do not have authorisation for incoming or outgoing external calls. Only internal telephone calls are possible.</li></ul>
Allow manual trunk group selection	<p>Indicates whether your user is assigned to an authorisation class for which manual bundle assignment is allowed. If so, authorised bundles or external connections are displayed.</p> <p>Besides general exchange access, a telephone can also selectively use a bundle. Here, an external connection with the corresponding code number is initiated for selective use of the bundle, and not by dialling the exchange code.</p> <p>To be able to perform a selective bundle assignment, the authorisation class must possess the appropriate authorisation. The authorisation can also include bundles that the authorisation class can otherwise not assign. If a telephone does not possess the authorisation for selective bundle assignment, or if the selected bundle is in use, the busy tone is heard after dialling the code. If <b>Automatic outside line</b> is set up for an authorisation class, users of this authorisation class must press the star key before selective bundle assignment, then initiate external dialling with the code for bundle assignment.</p>
Pick-up Group	<p>Displays the number of the group in which calls may be picked up.</p>

## 15.2 Call Data Records

The **Call Data Records** menu displays your user's incoming and outgoing connections recorded to date.

### 15.2.1 Outgoing

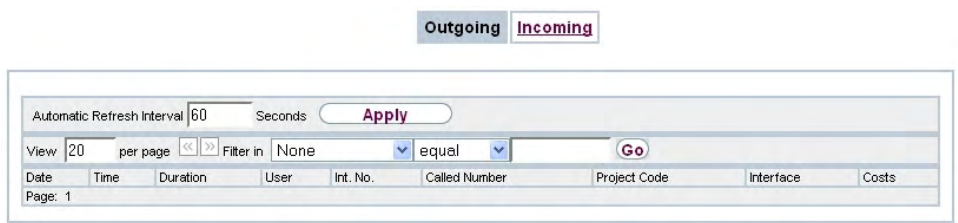


Fig. 84: Call Data Records -> Outgoing

The **Call Data Records -> Outgoing** menu includes the following fields:

#### Fields in the Outgoing menu

Field	Description
Date	Displays the connection date.
Time	Displays the time at call start.
Duration	Displays the duration of the connection.
User	Displays the user who called.
Int. No.	Displays the user's internal number.
Called Number	Displays the dialled number.
Project Code	Displays the call project number, if any.
Interface	Displays the interface over which the external connection was routed.
Costs	Displays the connection charge, but only if the provider transmits the corresponding data.

15.2.2 Incoming

OutgoingIncoming

Automatic Refresh Interval60SecondsApply

View20per page<<>>Filter inNoneequalGo

Date	Time	Duration	User	Int. No.	External Number	Project Code	Interface
Page: 1							

Fig. 85: Call Data Records -> Incoming

The **Call Data Records -> Incoming** menu includes the following fields:

Fields in the Incoming menu

Field	Description
Date	Displays the connection date.
Time	Displays the time at call start.
Duration	Displays the duration of the connection.
User	Displays the user who was called.
Int. No.	Displays the user's internal number.
External Numbers	Displays the caller's number.
Project Code	Displays the call project number, if any.
Interface	Displays the interface over which the connection from outside was routed.

15.3 Settings

In the **Settings** menu, you can perform personal settings to performance features direct call, call forwarding (CF) and parallel call, as well as customise general settings.

In the **Settings** -> **Feature Settings** menu, the settings for performance features direct call, call forwarding (CF) and parallel call are customised.

You wish to install your telephone in such a way that connection to a specific call number is set up even without entry of the number (e.g. emergency phone). You are not at home. However, there is someone at home who needs to be able to reach you quickly and easily by telephone, if required (e.g. children or grandparents). If you have set up the Direct Call function for your telephone, the telephone receiver only needs to be picked up. After a time period without further entries set in configuration, the system automatically dials the configured direct call number.

If you do not dial within the specified period from picking up the receiver, automatic dialling is initiated.

Feature Settings

General Settings

user (678)

Direct Call

Call Forwarding


Parallel Ringing

Active Function

☐ Enabled

Number

☒ Preconfigured Number
 ☐ Individual Number

Select one
 

Apply

Back

**Fig. 86: Settings -> Feature Settings -> Direct Call**

The **Settings** -> **Feature Settings** -> **Direct Call** menu includes the following fields:

### Fields in the menu Direct Call

Field	Description
Active Function	<p>Select whether to enable the direct call function for your telephone.</p> <p>The function is activated with <i>Enabled</i>.</p> <p>The function is disabled by default.</p>
Number	Select which number to use for direct call.

Field	Description
	<div>Possible values:</div> <ul style="list-style-type: none"><li><i>Preconfigured Number</i>: Select the desired number for which to set up direct call from the dropdown list.</li><li><i>Individual Number</i>: Enter the desired number for which to set up direct call into the input field.</li></ul>

15.3.1.2 Call Forwarding

In the **Settings -> Feature Settings -> Call Forwarding** menu you can configure call forwarding of incoming calls on your internal number to the entered destination number.

You are temporarily away from your office, but don't want to miss a call. You can also accept calls with call forwarding to another number, e.g. your mobile, when you're away from your desk. You can forward calls on your number to any call number. This can occur **immediately, on no response** or **on busy**. Call forwarding for **on no response** and **on busy** can be enabled simultaneously. If you are not near your telephone, for example, the call is forwarded to another number (e.g. your mobile phone). If you are making a call at your desk, other caller may receive the busy signal. You can forward these callers, e.g. to a colleague or the secretary, by using call forwarding on busy.

Calls can be forwarded to internal subscriber numbers, internal team numbers or external numbers When the number to which calls shall be forwarded is entered, the system automatically checks whether it's an internal or external number.

Feature SettingsGeneral Settings

user (678)

Direct Call

Call Forwarding

Parallel Ringing

Active Function

☐ Enabled

Call Forwarding

Type

On no reply

Destination on no Reply

Apply

Back

Fig. 87: Settings -> Feature Settings -> Call Forwarding

The **Settings -> Feature Settings -> Call Forwarding** menu includes the following fields:

Fields in the Call Forwarding menu

Field	Description
Active Function	Select whether to enable the call forwarding (CF) function for your telephone.  The function is activated with <i>Enabled</i> .  The function is disabled by default.
Type	Select when incoming calls shall be forwarded to the specified internal number.  Possible values: <ul style="list-style-type: none"><li>• <i>Immediately</i></li><li>• <i>On busy</i></li><li>• <i>On no reply</i> (default value)</li><li>• <i>On busy/No reply</i></li></ul>
Destination on no Reply	Enter the number to which incoming calls shall be forwarded after time.
Destination on busy	Enter the number to which incoming calls shall be forwarded on busy.
Destination immediately	Enter the number to which incoming calls shall be forwarded immediately.

15.3.1.3 Parallel Ringing

In the menu **Settings -> Feature Settings -> Parallel Ringing** you configure whether there should be parallel signalling to another number in the presence of incoming calls to your internal number.

Feature SettingsGeneral Settings

user (678)

Direct CallCall ForwardingParallel Ringing

Active Function

☐ Enabled

External Number

Individual Number

Apply

Back

Fig. 88: Settings -> Feature Settings -> Parallel Ringing

The **Settings -> Feature Settings -> Parallel Ringing** menu includes the following fields:

Fields in the Parallel Ringing menu

Field	Description
Active Function	<p>Select whether to enable the parallel call function for your telephone.</p> <p>The function is activated with <i>Enabled</i>.</p> <p>The function is disabled by default.</p>
External Number	<p>Under <b>Individual Number</b>, enter the external telephone number to which a call should be signalled in parallel. If the administrator has configured a Mobile Number and a Home Number for you, these are displayed under <b>Configured Home Number</b> or <b>Configured Mobile Number</b> and may be selected.</p>

15.3.2 General Settings

Your user's most important settings are listed in the **Settings -> General Settings** menu. Personal access data (configuration password, IP phone password) as well as mobile and home office numbers can be customised.

Feature Settings

General Settings

User Datas

Name	user
Description	user
Login Name	user
Password for HTML Configuration Access	<div>.....</div> <div>Show</div>
Password for IP Phone Registration	<div></div> <div>Show</div>
Mobile Number	<div></div>
Home Office Number	<div></div>

Status Information

Extension Numbers	678, intern
Current Class of Service	Default CoS
Dialling Authorization	Unlimited
Allow manual trunk group selection	
Pick-up Group	0

OK

Cancel

Fig. 89: Settings -> General Settings

The **Settings -> General Settings** menu includes the following fields:

Fields in the User Data menu

Field	Description
Name	Displays your user's name.
Description	Displays the additional description for your user.
Login Name	Displays your user name for login to the user configuration interface.
Password for HTML Configuration Access	If you wish to change your password for access to the user configuration interface, enter a new password here. To check, you can display the password in plain text by clicking the <b>Display</b> option.
Password for IP Phone Registration	If you wish to change your password for IP telephone login, enter a new password here. To check, you can display the password in plain text by clicking the <b>Display</b> option.
Mobile Number	Here, you can enter the Mobile Number under which you can be reached.
Home Office Number	Here, you can enter the home office number under which you can be reached.

Fields in the Status Information menu

Field	Description
Extension Numbers	Displays the internal numbers assigned to you.
Current Class of Service	Displays the authorisation class to which you're currently assigned.
Dialling Authorization	Displays your dial permission.
Allow manual trunk group selection	Displays whether you're allowed to assign additional bundles to outside lines and, if so, which.
Pick-up Group	Displays the number of the group in which calls may be picked up.



## 15.4 System Phones

The **System Telephone** menu displays the system telephones assigned to you by the system administrator.

### 15.4.1 Assigned System Phones

The system telephone offers typical system performance features associated with **aphona** systems. For example:

- Dialling from the system phone book
- Announcement and simplex operation with other system telephones on the system
- Function keys for control of system performance features (enable call options, login/logout in teams, line keys, connection keys). The status of defined performance features can be indicated via LED's assigned to individual function keys.



#### Note

Configuration modifications are only transmitted to the system telephones 30 seconds after confirming the modification with the **Apply** button.

#### 15.4.1.1 Settings

In the **System Phones -> Assigned System Phones -> Settings** menu, you can enable specific performance features and functions for your system telephones.

Assigned System Phones

Phone: , Type: M42IP, 1st Number: 11

SettingsKeysDevice Info

Basic Settings

Headset Support

☐ Enabled

Call Waiting

☐ Enabled

Internal Calls

☐ Repeat Call Waiting Signal

Advanced Settings

Status LED

Caller List

Conversation Display

Number and Charge or Duration

Default Signalling during Calls

☒ DTMF ☐ Keypad

Automatic Call Pick-up

☐ Immediately ☒ After 5 seconds ☐ After 10 seconds

Mute after hands-free Calling

☐ Enabled

Receiving UUS

Internal and External

Apply

Back

Fig. 90: System Phones -> Assigned System Phones -> Settings

The **System Phones -> Assigned System Phones -> Settings** menu includes the following fields:

Fields in the Settings Basic Settings menu

Field	Description
Headset Support	Select whether the telephone shall support a headset.
Call Waiting	<p>Select whether another call shall be supported for this telephone through call waiting or a display notification.</p> <p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p> <p>If <b>Call Waiting</b> is enabled, select for which calls you wish to allow call waiting.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li><i>Internal Calls</i></li><li><i>External Calls</i></li><li><i>Internal and External calls</i></li></ul>

Field	Description
	<p>Under <b>Repeat call waiting signal</b>, also decide whether the call waiting tone or the display notification should only be signalled once, or repeated.</p>
Do not Disturb (DND)	<p>Select whether you wish to use the call protection (do not disturb) performance feature.</p> <p>With this performance feature, you can enable call signalling to your terminal.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>First Number only</i>: Call protection applies only to the first configured MSN.</li><li>• <i>All Numbers</i>: Call protection applies to all configured MSN's.</li></ul> <p>Also select whether incoming calls shall be signalled:</p> <ul style="list-style-type: none"><li>• <i>Off</i>: Calls are signalled.</li><li>• <i>On</i>: Calls are not signalled.</li><li>• <i>Acknowledgement Tone only</i>: An attention tone is heard once for a call.</li></ul>

The **Advanced Settings** menu consists of the following fields:

**Fields in the Advanced Settings menu**

Field	Description
Status LED	<p>Select whether and, if so, which events should be signalled by the system telephone status LED.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Off</i>: The status LED function is not used.</li><li>• <i>Caller list</i>: The status LED signals calls and new messages.</li><li>• <i>Messages only</i>: The status LED only signals new messages (MWI).</li></ul>
Conversation Display	<p>Select which information shall be indicated in the system telephone display during a call.</p>

Field	Description
	<p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Number and Charge or Duration</i></li><li>• <i>Number and Charge</i></li><li>• <i>Number and Curation</i></li><li>• <i>Number and Time</i></li><li>• <i>Number only</i></li><li>• <i>Date and Time only</i></li></ul>
Default Signalling during Calls	<p>Select whether DTMF signals or keypad functions shall be transmitted into the system in call status. You can use special functions during a call by entering character and numerical sequences. These entries must be made as keypad or MFV sequences, depending on the function to be used. You can define whether MFV or keypad functions are possible in the basic setting during a call.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>DTMF</i> (default value)</li><li>• <i>Keypad</i></li></ul>
Automatic Call Pick-up	<p>Select the period after which calls to this system telephone should be automatically accepted without you having to pick up the receiver or press the loudspeaker key.</p> <p><i>Please note that to be able to use this function at least one telephone key must be assigned to automatic call acceptance.</i></p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Immediately</i></li><li>• <i>After 5 seconds</i></li><li>• <i>After 10 seconds</i></li></ul>
Mute after hands-free Calling	<p>You can dial the number of a subscriber without picking up the receiver (e.g. hands-free). Here, you have the choice of whether the built-in microphone shall be switched on immediately or only after pressing of the corresponding softkey. If the microphone is turned off during dialling, the corresponding softkey must be pressed, even if the connection is already active.</p>

Field	Description
	<p>The function is activated by selecting <i>Enabled</i>.</p> <p>The function is disabled by default.</p>
Receive UUS	<p>Select whether performance feature UUS (User to User Signalling) can be used for this telephone. With this performance feature, you can receive short text messages from other telephones. In this way, you can send written information within the system, e.g. <i>Meeting at 9:30 AM</i> or <i>Will be on holiday on Monday</i>.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Off, UUS are blocked</i>: The USS performance feature is not used.</li><li>• <i>Internal only</i>: Text messages can only be received internally.</li><li>• <i>External only</i>: Text messages can only be received externally.</li><li>• <i>Internal and External</i> (default value): Text messages can be received internally and externally.</li></ul>

15.4.1.2 Keys / M47 Plus

In the menu **System Phones -> Assigned System Phones -> Keys** configuration of your system telephone's keys is displayed.

Your telephone features several function keys to which you can assign various functions on two levels. The functions that can be programmed on the keys vary from telephone to telephone.

Every function key with automatic LED functions (e.g. connection keys, line keys) can only be programmed once per system (telephone and key extensions).



Fig. 91: System Phones -> Assigned System Phones -> Keys

Values in the Keys list

Field	Description
Key	Displays the name of the key.
Label Description	Displays the text which you have entered for the labelling page. The text contains the configured key name
Key Type	Displays the key type.
Settings	Displays the additional settings with a summary

Edit

Choose the icon to edit existing entries. In the pop-up menu, you configure the functions of your system telephone keys.

The screenshot shows a web interface titled "Assigned System Phones". At the top, there's a tab bar with "Settings", "Keys", and "Device Info". The "Keys" tab is active. Below the tab bar, there's a table with columns: "Key", "Label Description", "Key Type", and "Settings". The table lists keys from "Key 1" to "Key 5a". A modal form is open over the table, allowing editing of a key. The modal has a header "Phone: , Type: M42IP, 1st Number: 11". Inside the modal, there's a section for "Key 1" with fields for "Key name", "Key Type" (a dropdown menu showing "Dial Key (Standard)"), and "Number". At the bottom of the modal are "Apply" and "Close" buttons. Below the modal, the table continues with "Key 4a" and "Key 5a", both with "Dial Key (Standard)" types. At the bottom of the interface is a "Back" button.

Fig. 92: System Phones -> Assigned System Phones -> Keys ->Edit

ou can use the following functions with system telephones:

- *Dial Key (Standard)*: You can store a call number on every function key.
- *Dial Key (DTMF)*: You can store a MFV sequence on every function key.
- *Dial Key (Keypad Sequence)*: You can store a keypad sequence on every function key.
- *Extension Key (User)*: Under a connection key, you can set up dialling to an internal subscriber. After pressing the corresponding key, hands-free is activated and the entered internal subscriber is dialled. If a call is signalled for the entered internal subscriber, you can pick it up by pressing this connection key.
- *Extension Key (Team)*: Under a connection key, you can set up dialling to a team. After pressing the corresponding key, hands-free is activated and the entered team is called according to its enabled call option. If a call is signalled for the entered team, you can pick it up by pressing this connection key.
- *Trunk Line*: an ISDN connection or a VoIP provider is set up under a line key. If this key is pressed, automatic hands-free is enabled and the corresponding ISDN connection is assigned. You then hear the external dial tone. If an external call is signalled on another internal telephone, you can pick it up by pressing this line key.
- *Login / Logout, Team*: If you're entered as a subscriber in the call options of one or more teams, you can set up a key to control your telephone's call signalling. If you're logged in, team calls are signalled to your telephone. If you're logged out, no team calls are signalled.

Log on / Log off from a team via a configured function key is possible for telephone-

entered numbers (**MSN-1... MSN-9**). Before entering the team number, you must therefore dial the index of the telephone's number (MSN) entered in the corresponding team call option.

- *System Call (Announcement)*: You can set up a connection to another telephone to which several telephones are assigned without this connection having to be actively accepted. As soon as the telephone has accepted the announcement, the connection is established and the announcement key LED is enabled. The announcement can be ended by renewed pressing of the announcement key or by pressing the loudspeaker key. The LED switches off again at conclusion of the announcement.
- *System Call (Announcement enable)*: If the "do not disturb" function is enabled on your telephone, no announcements can be made to your telephone. You can also selectively deny or allow announcements using a function key.
- *System Call (Intercom)*: You can set up a key in such a way that a connection to the specified telephone is established without this connection having to be actively accepted.
- *System Call (Intercom enable)*: You can set up a key in such a way that the simplex operation function is allowed or denied.
- *Boss Key/Secretary Key*: You can set up a key as a special connection key. The Boss telephone and Secretary telephone properties are saved in both telephones with these keys.
- *Diversion Secretary*: You can set up a key in such a way that incoming calls to the Boss telephone are automatically routed to the Secretary telephone.
- *Call Forwarding (CFNR)*: You can set up a key for delayed call forwarding for a specific number (MSN) of your phone. Pressing the key when the phone is not in use turns call forwarding on and off. Call forwarding configuration over a programmed key is only possible for numbers 1 to 9 (MSN-1...MSN-9) of the phone. To use call forwarding, you must at least have configured one number.
- *Call Forwarding (CFU)*: You can configure a key for immediate call forwarding for a specific number (MSN) of your phone. Pressing the key when the phone is not in use turns call forwarding on and off. Call forwarding configuration over a programmed key is only possible for numbers 1 to 9 (MSN-1...MSN-9) of the phone. To use call forwarding, you must at least have configured one number.
- *Call Forwarding (CFB)*: You can configure a key for call forwarding on busy for a specific number (MSN) of your phone. Pressing the key when the phone is not in use turns call forwarding on and off. Call forwarding configuration over a programmed key is only possible for numbers 1 to 9 (MSN-1...MSN-9) of the phone. To use call forwarding, you must at least have configured one number.
- *Macro Function*: You can configure a key so that by pressing it a saved macro is executed.



The macro function can only be programmed at the phone.

- *Headset Control*: If you've connected and configured a headset to your telephone over a separate headset socket, operation of the headset occurs over a function key. Press the headset key to initiate or accept calls. If you already have an active connection over the headset, you can end the call by pressing the headset key.
- *Automatic call Pick-up*: Your telephone can automatically accept calls without your needing to pick up the receiver or press the loudspeaker key. Automatic call acceptance is turned on and off via a configured function key. You can configure a separate function key for each number ("MSN-1"... "MSN-9"), or a function key for all numbers. The period after which calls are automatically accepted is configured once for all numbers of the telephone.
- *Trunk Group Access*: Several external ISDN or IP connections to bundles can be grouped in the system. With a bundle key, you can save these connections on a function key. If this key is pressed, automatic hands-free is enabled and a free B channel of the corresponding bundle is assigned. You then hear the external dial tone
- *Connection Key*: In addition to the softkeys "Connection 1..", function keys can be configured on the system telephone or the extension for operation while brokering.
- *Hotel Room*: You can assign a key in such a way that when pressed, the guest is checked in or out (first level), or the selected hotel room phone is called (second level).
- *System Parking*: The called subscriber goes to inquiry and dials a code. The telephone is now freed for other operations, e.g. announcements. Another subscriber can accept the call if he picks up the receiver and dials the corresponding code number for the call on hold. The codes defined by the PABX can also be entered into the function keys of one or more system telephones. If a call goes to open inquiry by pressing the function key, this is indicated by flashing LED's on the function keys of the system telephones set up for the purpose. The call is accepted by pressing the corresponding function key. This performance feature is only possible if only one call is on hold.
- *Agent wrap-up time*: You can configure a key so that when it is pressed, an agent's post-processing time is switched on or off at a team call centre (first level), or extended (second level).
- *Night Mode*: You can configure a key so that by pressing it night operation is switched on or off.



#### Note

To manually switch night operation off again, for the authorisation class **Allow manual trunk group selection** must be enabled.

The menu **System Phones -> Assigned System Phones -> Keys ->Edit** includes the following fields:

Fields in the Keys Phone Type: M42XX / M47XX menu

Field	Description
Key name	Enter a name for the key to be used as text for the corresponding key when the ID labels are printed.
Key Type	<p>Depending on the model, the telephones feature from five to seven keys to which functions may be assigned over two levels. You access the second level of function keys by pressing the key twice. This must occur in quick succession. With the optional <b>aphona</b> key extension, you have access to additional twice-assignable function keys.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Dial Key (Standard)</i></li><li>• <i>Dial Key (DTMF)</i></li><li>• <i>Dial Key (keypad)</i></li><li>• <i>Extension Key (User)</i></li><li>• <i>Extension Key (Team)</i></li><li>• <i>Trunk Line</i></li><li>• <i>Login / Logout, Team</i></li><li>• <i>System Call (Announcement)</i></li><li>• <i>System Call (Announcement enable)</i></li><li>• <i>System Call (Intercom)</i></li><li>• <i>System Call (Intercom enable)</i></li><li>• <i>Boss Key</i></li><li>• <i>Secretary Key</i></li><li>• <i>Diversion secretariat</i></li><li>• <i>Call Forwarding (CFNR)</i></li><li>• <i>Call Forwarding (CFU)</i></li><li>• <i>Call Forwarding (CFB)</i></li><li>• <i>Macro Function</i></li><li>• <i>Headset Control</i></li><li>• <i>Automatic Call Pick-up</i></li><li>• <i>Trunk Group Access</i></li><li>• <i>Connection Key</i></li><li>• <i>Hotel Room</i></li></ul>

Field	Description
	<ul style="list-style-type: none"><li>• <i>System Parking</i></li><li>• <i>Agent wrap-up Time</i></li><li>• <i>Night Mode</i></li></ul>
Number	<p>Only for <b>Key Type</b> = <i>Dial Key (Standard)</i>, <i>Dial Key (DTMF)</i> and <i>Dial Key (Keypad)</i></p> <p>You can save a number, an MFV sequence or a keypad sequence on every function key. Enter the call number or the code for the MFV/keypad sequence.</p>
Internal Number	<p>For <b>Key Type</b> = <i>Extension Key (User)</i></p> <p>Select the internal number of a user to be called when this key is pressed.</p> <p>For <b>Key Type</b> = <i>Login / Logout, Team</i></p> <p>Select the internal number of a team to be logged into or out of when this key is pressed.</p> <p>For <b>Key Type</b> = <i>System Call (Announcement)</i></p> <p>Select the internal number of a user on whose telephone an announcement shall be made.</p> <p>For <b>Key Type</b> = <i>System Call (Intercom)</i></p> <p>Select the internal number of a user with which you wish to conduct simplex operations.</p> <p>For <b>Key types</b> = <i>Call Forwarding (CFNR)</i>, <i>Call Forwarding (CFU)</i>, <i>Call Forwarding (CFB)</i></p> <p>Select the internal number of a telephone MSN from which the indicated destination number can be forwarded</p> <p>For <b>Key Type</b> = <i>Automatic Call Pick-up</i></p> <p>Select the internal number of this telephone, on which incoming calls shall be automatically accepted.</p> <p>For <b>Key Type</b> = <i>Hotel Room</i></p> <p>Select the internal number of a hotel guest.</p>

Field	Description
	<p>For <b>Key Type</b> = <i>Agent wrap-up Time</i></p> <p>Select the internal number of a user whose post-processing time shall be modified at regular intervals when this key is pressed.</p>
Automatic Call Pick-up	<p>For <b>Key Type</b> = <i>Automatic Call Pick-up</i></p> <p>Select when a call shall be automatically accepted by the entered internal subscriber.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Immediately</i>: The call is immediately automatically accepted.</li><li>• <i>After 5 seconds</i>: The call is automatically accepted after 5 seconds.</li><li>• <i>After 10 seconds</i>: The call is automatically accepted after 10 seconds.</li></ul>
Team	<p>For <b>Key Type</b> = <i>Extension Key (Team)</i> Select the internal number of a team to be called when this key is pressed.</p> <p>For <b>Key Type</b> = <i>Login / Logout, Team</i> Select the internal number of a team for which login/logout should occur when this key is pressed.</p>
Trunk Line	<p>Only for <b>Key Type</b> = <i>Trunk Line</i> Select the external connection over which an external call shall be set up when this key is pressed..</p>
Number of Secretary Phone	<p>Only for <b>Key Type</b> = <i>Boss Key</i> Select the internal number of the secretary telephone. The secretary telephone is called when this key is pressed.</p>
Number of Boss Phone	<p>Only for <b>Key Type</b> = <i>Secretary Key</i> Select the internal number of the Boss telephone. The Boss telephone is called when this key is pressed.</p>
Target Number „On no reply“	<p>Only for <b>Key Type</b> = <i>Call forwarding (CFNR)</i> Enter the number to which forwarding shall immediately occur in case of call forwarding.</p>
Target Number „Immediate“	<p>Only for <b>Key Type</b> = <i>Call forwarding (CFU)</i> Enter the number to which forwarding shall occur in case of forwarding</p>

Field	Description
	on busy.
Target Number „On busy“	Only for <b>Key Type</b> = <i>Call forwarding (CFB)</i> Enter the number to which forwarding shall occur in case of forwarding on no-reply.
Waiting Queue	Only for <b>Key Type</b> = <i>System Parking</i> Select the queue in which the current call should be held.

15.4.1.3 Device Info

The menu **System Phones -> Assigned System Phones -> Device Info** displays the system data read out from the system telephone.

Assigned System Phones

Phone: , Type: M42IP, 1st Number: 11

Settings

Keys

Device Info

System Phone

Description	
Phone Type	M42IP
Serial Number	
Software Version	
Release Date and Time	
Last Device Configuration	Thursday, 1970 Jan 01, 00:00:00

Back

Fig. 93: **System Phones -> Assigned System Phones -> Device Info**

Meaning of the list entries

Description	Meaning
Description	Displays the entered description of the telephone.
Phone Type	Displays the type of telephone.
Serial Number	Displays the serial number of the telephone.
Software Version	Displays the current version of the telephone software.
Release Date and Time	Displays the date and time of the telephone software version.
Last device configura-	Displays the date and time of the last telephone configuration.

Description	Meaning
tion	
Answering machine	Displays whether an answering machine module is inserted in the telephone (Yes) or not (No).

Meaning of the key extension

Description	Meaning
Module x: Type / Serial Number	Displays the type and serial number of the connected key extension.
Module x: Software Version	Displays the current software version of the connected key extension.

15.5 Voice Mail System

You can access information on you voicemail box in the **Voice Mail System** menu.

15.5.1 Settings

Your voicemail box settings are displayed in the **Voice Mail System -> Settings** menu.




Fig. 94: **Voice Mail System -> Settings**

Values in the list Settings

Field	Description
User	Displays your user name.
Internal Number	Displays your internal number.
Status of Mail Box Own-	Displays your status.

Field	Description
er	
Check PIN	Indicates whether access to your voicemail box is protected by a PIN.
Mode for status "In the Office"	Indicates in which mode your voicemail box operates for the "In the Office" status.
Mode for status "Out of Office"	Indicates in which mode your voicemail box operates for the "Out of Office" status.
New Calls	Indicates the number of new calls.
Old Calls	Indicates the number of old calls.
Saved Calls	Indicates the number of saved calls.

15.5.1.1 Edit

Choose the  icon to edit existing entries. You can change the settings of selected parameters.

SettingsMessages

Basic Settings

Status of Mail Box Owner	In the Office
Check PIN	<input checked="" type="checkbox"/> Enabled
Mode for status "In the Office"	Announcement and Record
Mode for status "Out of Office"	Announcement only

OKCancel

Fig. 95: Voice Mail System -> Settings->

The menu **Voice Mail System** -> **Settings** ->  includes the following fields:

Fields in the Settings Basic Settings

Field	Description
Status of Mail Box Owner	Define in which mode your mailbox shall be used when starting the voicemail system.

Field	Description
	<p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>In the Office</i> (default value): Select this setting if you're in the office when the voicemail system is started.</li><li>• <i>Out of Office</i>: Select this setting if you're out of the office when the voicemail system is started.</li></ul>
Check PIN	Select whether your voicemail box should be protected with a PIN.
Mode for status "In the Office"	<p>Your voicemail box can be operated with two different settings during office hours.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Announcement only</i>: A caller hears an announcement, but cannot leave a message.</li><li>• <i>Announcement and Recording</i>: A caller hears an announcement and can leave a message.</li></ul>
Mode for status "Out of Office"	<p>Your voicemail box can be operated with two different settings outside office hours.</p> <p>Possible values:</p> <ul style="list-style-type: none"><li>• <i>Announcement only</i>: A caller hears an announcement, but cannot leave a message.</li><li>• <i>Announcement and Recording</i>: A caller hears an announcement and can leave a message.</li></ul>

15.5.2 Messages

In the **Voice Mail System** -> **Messages** a list with your messages is displayed.



Fig. 96: **Voice Mail System** -> **Messages**



Values in the Messages list

Field	Description
Internal Number	Displays the internal number of a voicemail box.  Several internal numbers may be allocated to a user. The user can operate a separate voicemail box for each number.
User	Displays the voicemail box user's name.
Call from	Displays the caller's number.
Date/Time	Displays the date and time of the call.
Call Status	Indicates whether the call is <i>new</i> , <i>old</i> or <i>saved</i> .

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